



EMPLOYMENT OPPORTUNITY
Event Operations Manager
(Full-time to March 31, 2020 with renewal option)

We have a beautiful state of the art Cultural Gathering space offering rental hall space, meetings rooms, and catering options for conference, meetings, galas, weddings and private events!

You are the event guru who has a love for culture and offering authentic experiences.

As an experienced Event Manager, you are detail-oriented and a staff motivator.

You have a love for community, hospitality and a business vision.

Wabano is seeking positive, community-minded team members who are energized by challenge and motivated to serve our community!

The Wabano Centre for Aboriginal Health is an award-winning Health Access Centre that provides holistic health services to First Nation, Inuit and Métis people living in Ottawa - one of the fastest growing and diverse urban Indigenous communities in Canada. Wabano is a fast-paced, client-oriented organization that models the Indigenous values of balance, respect and community interdependence. Wabano is proud to be accredited through the Canadian Centre for Accreditation, a third-party review based on accepted organizational practices that promote ongoing quality improvement and responsive, effective community services.

Purpose of Position

The Event Operations Manager is responsible for sales, organization and execution of internal and external events at Wabano by leading operational needs for all organization events.

Performance criteria:

- Consistent year-to-year revenue and gross profit growth;
- Achievement of revenue goals;
- Positive client evaluations on event rental and operation;
- Employee retention in the department through motivation, challenge and job satisfaction;
- Vendor partnerships that positively affect our service execution, guest experience and financial objectives.

Some of the responsibilities of this position are:

- Lead the planning and execution of events, from sales and contract management, food and beverage coordination, set-up and take-down, etc.;
- Coordinate bookings and event details including internal communication to departments and external client communication;
- Lead the logistical needs of events;
- Lead walk-through of event areas with clients and consultant, event partners, etc.;
- Lead and coordinate casual events staff and volunteers;



- Maintain, store and track operational assets (staging, props, tables, chairs, etc.);
- Create contracts for service and billing for clients and contractors;
- Coordinate and participate in all event executions by working alongside staff and monitoring quality to front-of-house.
- Produce event summaries to be shared biweekly at Director meetings.

Qualifications:

- Post-secondary completion in Hospitality Management, Event Management or other applicable program.
- Minimum of 5 years of experience as a Manager of a venue and staff;
- Proactive, organized and detail-oriented who can prioritize their workload and follow through with minimal supervision while exhibiting a service-oriented approach;
- An understanding and appreciation of Indigenous culture;
- Self-motivated individual with high degree of responsibility including confidentiality, sense of urgency and accountability;
- Flexibility and enthusiasm in attitude and approach;
- Demonstrated knowledge of budgets, contracts and project P&L;
- Ability to work in a fast-paced environment and manage multiple tasks with a calm demeanour;
- Proficiency with Microsoft Office suite, event management software;
- Ability to work flexible hours including evenings and weekends;
- Clear criminal reference check to work with vulnerable population is required.

First Nations, Inuit or Métis candidates will be given priority, please self-identify.

To pursue this opportunity, please submit a cover letter and resume to jobs@wabano.com by July 8, 2018.

Tell us your story early!

We thank all those who apply. Only those selected for further consideration will be contacted. Wabano is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity or interviewing, please advise if you require accommodation.