

Since 1891, Westerner Park has been a place for Central Albertans to gather and celebrate community events. Westerner Park is both an agricultural society and registered not-for-profit with charitable status. Each year, Westerner Park generates more than \$150 million in economic activity, more than 1.5 million visitors come through our gates to celebrate over 1,500 unique events. From weddings and banquets, hockey games and agricultural shows to concerts and trades shows, we continue to be there as Central Albertans join to share in their most memorable moments.

We pair first class facilities with down home service. We treat all our event organizers and guests with the same welcoming, approachable and trustworthy style that has defined our organization for the past 129 years. We enable and service other organizations to gather and celebrate their own purpose and cause.

We are an integral part of central Alberta. We take pride in the experiences we produce and the trade and commerce we facilitate. We support the rural and urban connection in Central Alberta, inspire youth, engage arts, culture and connect our community. Our collaborative spirit facilitates the growth and success of other non-profits and charities. We develop and apply strengths from volunteerism and partnerships for the betterment of our community as a whole.

## SUMMARY

The Supervisor, is a member of the Event Delivery and Venue Operations team, responsible to supervise staff in the successful execution / setup of various year-round events including internal events, special events, trade shows, consumer shows, conventions, sporting events, concerts and other attractions.

This position involves providing excellent customer service while being involved in all aspects of event setups, maintaining events from setup to cleanup, janitorial duties and having communications with clients and customers, as well as working with other departments, that sets the stage for successful events.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Event Delivery & Venue Operations Manager, the Supervisor, is responsible for the following:

### Event Production & Planning

- Organize all pre-event plans, daily, monthly, working with and directing required personnel to provide necessary service to ensure the smooth operation of events, from setup to completions.
- Able to work within Share Point, to access documents, use planning tools, check schedules and to use planning documents.
- Work efficiently within EventPro, including pulling Banquet Event Orders (BEO) for signatures from clients, able to make notes and check details of events within EventPro.
- Review all staff scheduling prior to events to confirm appropriate staff levels to meet requirements before, during and after the event.
- Assist with the duties and responsibilities and work with the Event Delivery and Venue Operations Supervisor, Grounds.

### Leadership, Coaching & Mentoring

- Take personal responsibility for the quality and timelines of work and achieving results, including following guidelines, standards, regulations.

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- Enable team members to grow and succeed through feedback, instruction, and encouragement.
- Communicate to the team what is expected and hold them accountable. Address performance issues promptly and correct poor performance
- Promote and maintain a positive, professional image with all clients, guests, contractors, suppliers, volunteers, and staff.
- Lead by example in maintaining the dress code policy.
- Ensure employees adhere to company policies and procedures.
- Manage the morale in the team by setting and demonstrating a strong business ethic when working with employees, contractors, suppliers, volunteers, and clients.

### **Client & Guest Experience**

- Check all setups for accuracy according to the Banquet Event Order form prior to client access. Correct any deficiencies.
- Deliver prompt, efficient resolution to client inquiries or complaints to improve overall client and guest satisfaction.
- Meet with Client and Sales team upon move in to ensure show details are correct, and to have BEO signed to ensure event details are all correct.
- Be available for the client, maintain a 'be seen' presence during events and provide radio communication or supervisor cell phone access for the entire event.
- Guide your team in helping to resolve client issues as they present themselves.

### **Event Production Duties**

- Responsible for the successful execution / setup of various year-round events including internal events, special events, trade shows, consumer shows, conventions, sporting events, concerts and other attractions, as per the Banquet Event Order, BEO.
- Understand client requests and work with the Supervisors / Client Services/ Managers to negotiate and problem solve, to maintain a high standard of service for the clients.
- Responsible for maintaining year-round events by keeping event areas, washrooms, public areas clean pre-event, during and post event.
- Responsible for the take down and cleanup of events in the rooms, pavilions, and outside areas the events were held in.
- Responsible for Agricultural events, setting up of steel panels, horse stalling panels, manure cleanup, operations of ground grooming equipment, tractors, skid steers.
- Able to work around variety of livestock.
- Work cooperatively with all staff, suppliers, contractors, and volunteers to meet guest requirements.
- Responsible for opening/closing of all facilities, grounds as per daily needs and as per BEO's and supervisor instructions.

### **Maintenance / Buildings / Janitorial Duties**

- Maintain show requirements i.e., temperature control, garbage removal, lighting, cleaning.
- Responsible for maintaining event areas, washrooms, public area cleaning during, pre and post events.
- Responsible for all janitorial duties, washrooms, entrances, rooms, pavilions etc.

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- Light maintenance duties to include, Painting, minor wall repairs, fix tables/chairs, minor carpet cleaning, window cleaning etc.
- Stock and clean janitorial rooms.

### Equipment Operation

- Operate machinery and equipment such as forklifts, skid steers, tractors, floor scrubbers, sanding equipment, street sweepers, man lifts, backpack snowblowers, mowers, chainsaws, electric clippers, water truck, pruning saws and power grass trimmers, as per training.
- Hand tools, as per training.
- Monitor all tools, equipment, and machinery for needed maintenance, reporting any concerns as per training.
- Responsible for doing equipment checks, walk arounds and minor maintenance before and after operation of equipment as per training.

### Communication / Conflict Resolution

- Review all phases of the event with the Event Delivery and Venue Operations Manager following the event, in preparation for the event settlement, to ensure all billing details are correct.
- Diplomatically handle challenging or tense interpersonal situations, with staff and customers.
- Thoughtfully intervene in conflicts to improve communication, diffuse tension, and resolve problems.
- Deliver tough messages with sensitivity to minimize the negative impact on others; critique constructively.
- Guide and reassure staff as they work through their shift.

### Supervisory Responsibilities

- Event Delivery and Venue Operations Teams.
- Event Delivery and Venue Operations, suppliers, Contractors, volunteers, including external.

### Safety Responsibilities

- Maintain a clean and safe job site at all times.
- Utilize required personal protective equipment, and ensures all staff follow same guidelines.
- Understands and instructs crew members on proper job site security procedures.
- Ensures all installation work is performed in accordance with industry and company standards.
- Ensures all equipment is used in a safe manner and maintenance procedures are followed.
- Ensures all company safety policies and procedures are adhered to.
- Participates in safety meetings.
- Participated in staff safety training.

## QUALIFICATION AND REQUIREMENTS

- Ability to work shifts, which include weekends and evenings.
- Ability to work outdoors in inclement weather.
- A valid Class 5 Driver's License.
- Time management skills
- Planning and organizational expertise

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- Leadership, coaching and mentoring ability
- ProServe certification.
- First Aid training.
- Familiar with MSDS, Material Safety Data Sheets.
- Excellent oral and written communication skills.
- Basic computer knowledge, familiar with SharePoint, Excel, Word and Event Pro.
- Able to use computer skills to access schedules, SOP's, general inquiries, as well as fill in reports as needed.
- Proven ability to provide exceptional customer service.
- Manual labor for extended periods of time, including heavy lifting as required (up to 50 pounds).
- Ability to carry out tasks safely, demonstrated thoroughness, willingness and dependability in completing all aspects of the job.

## WORK ENVIRONMENT

Given Westerner Park is in the Major Events industry, this individual will need the ability to be adaptable and flexible with their time. Work will include evenings and/or weekend shifts as event volume dictates.

<b>AFFILIATIONS</b>	Member of Westerner Employee Association
<b>RATE</b>	\$26.00 - \$30.00
<b>TO APPLY</b>	Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to <a href="mailto:HR@westernerpark.ca">HR@westernerpark.ca</a>

**This job description is not intended to be all inclusive and successful incumbents may perform other related duties as requested to meet the ongoing needs of the organization.**

**Thank you for your interest with Westerner Park. We look forward to reviewing your application.**

**Important Message:** We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until a successful applicant is found.

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