



Westerner Park

EVENT DELIVERY SUPERVISOR

FULL-TIME / 40 HOURS PER WEEK

Westerner Park is Western Canada's Event Centre...Your Home for Celebration! We provide premier facilities and service for agriculture and trade, sports and entertainment, conferences and meetings. We are community and team focused and continually growing.

The Event Delivery Supervisor is a key member of the Westerner Park Event Delivery Team. Under the direction of the Event Delivery Manager the Event Delivery Supervisor is responsible for planning daily and weekly workloads to achieve departmental and organizational objectives. This role oversees the daily efficiency and effectiveness of the Event Delivery team. They manage the pace, direction and care the team takes to support an exceptional client and guest experience at our premier facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Event Delivery Manager, the Event Delivery Supervisor is responsible for:

1. EVENT PRODUCTION & PLANNING

- Organizing all pre-event plans, working with and directing required personnel to provide necessary service to ensure smooth operation of the events .
- Reviewing all staff scheduling prior to events to confirm appropriate staff levels to meet requirements before, during , and after the event

2. LEADERSHIP, COACHING & MENTORING

- Taking personal responsibility for the quality and timeliness of work and achieving results with no oversight, including following guidelines, standards, regulations
- Enabling co-workers to grow and succeed through feedback, instruction, and encouragement
- Letting their team know what is expected of them and holding them accountable. Differentiating between high and low performance. Addressing performance issues promptly and correcting poor performance
- Promoting and maintaining a positive, professional image with all clients, Westerner Park teams, and our volunteers
- Lead by example in maintaining a dress code, and appearance pertaining to the events at the time, according with the company policy.
- Ensuring employees adhere to company policies and procedures
- Managing the morale in the team by setting and demonstrating a strong business ethic for dealing with employees, suppliers, and clients

3. CLIENT & GUEST EXPERIENCE

- Checking all set-ups for accuracy (correct, if necessary, any deficiencies) prior to client access
- Delivering prompt and efficient resolution and recovery of client inquiries or complaints to improve overall client and guest satisfaction
- Be on hand when the client moves in, maintain "be seen" presence during shift and supply radio communication for the entire event.

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4. COMMUNICATION/CONFLICT RESOLUTION

- Reviewing all phases of the event with Event Delivery Manager following the event, in preparation for the event settlement, to ensure all billing details are correct
- Diplomatically handling challenging or tense interpersonal situations
- Thoughtfully intervening in conflicts to improve communication, diffuse tension, and resolve problems
- Delivering tough messages with sensitivity to minimize the negative impact on others; critiques constructively

5. EQUIPMENT OPERATION/GENERAL MAINTENANCE

- Minor maintenance of facilities prior to each event
- Practical application of knowledge of all systems related to building energy management and HVAC operations
- Operating fork lift, skid steer, tractor, scrubbers, sanding equipment, man lifts
- Inspecting and ensuring that all relevant Event Delivery equipment are in safe operating condition for use and for safety of guests coming on site

SUPERVISORY RESPONSIBILITIES

- General Services Event Delivery—Employee Team

CORE COMPETENCIES

- Excellent customer focus, strong interpersonal communication skills, teamwork approach, quality orientation, time management skills, planning and organizing expertise, leadership skills combined with coaching and mentoring abilities, accountability and dependability

QUALIFICATION / SKILL REQUIREMENTS

The Events Supervisor will have:

- A valid Class 5 Drivers License
- Basic computer skills including Microsoft word, Suite and Excel
- A minimum of a High School Diploma
- Valid First Aid, WHMIS
- Staff Management experience

WORKING CONDITIONS

- Manual labor for extended periods of time including heavy lifting as required (50-75 pounds)
- Weekend and evening shifts will be required

AFFILIATIONS

Member of Westerner Employee Association

RATE

\$26.25 - \$29.75

TO APPLY

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

HR@westernerpark.ca

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

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