Theatre & Event Specialist - (997182)

# About MRU

Founded in 1910 and located in Calgary, Alberta, Canada, Mount Royal University grew into a vibrant college in the 1930s and became a mid-sized university in 2009. Mount Royal has carved out a distinct niche by offering smaller class sizes, a robust liberal education and unique undergraduate programs. Currently, more than 15,000 credit students choose from 13 bachelor degrees and 38 majors.

Mount Royal University is located in the traditional territories of the Niitsitapi (Blackfoot) and the people of the Treaty 7 region in southern Alberta, which includes the Siksika, the Piikani, the Kainai, the Tsuut'ina and the Iyarhe Nakoda. We are situated on land where the Bow River meets the Elbow River. The traditional Blackfoot name of this place is "Mohkinstsis," which we now call the city of Calgary. The city of Calgary is also home to the Métis Nation.

Mount Royal University is committed to removing barriers and fostering the inclusion of voices that have been historically underrepresented or discouraged in our society. In support of our belief that diversity in our faculty and staff enriches the work, learning and research experiences for the entire campus community, we strongly encourage members of the designated groups (women, Indigenous Peoples, persons with disabilities, members of visible minorities, and diverse sexual orientation and gender identities) to apply and self-identify.

Are you an experienced events professional with a passion for the arts and world class events? Mount Royal University has an exciting opportunity for an Event and Theatre Specialist position within our Event and  Theatre Services area.that includes the renowned Taylor Centre for the Performing Arts and the Mount Royal Conference and Event Centre. In collaboration with a dynamic team, the Event and Theatre Specialist is responsible for the development, administration, coordination and delivery of all event and performance services. This position will execute the coordination of all logistics for each event and performance including but not limited to: preparing quotes and contracts, liaising with clients and support services, planning/monitoring budgets, event ticketing and registration services and event promotion to successfully execute the client vision. Given the nature of this position, a flexible schedule is required to accommodate client requirements.

# About the Department of Event and Theatre Services

Event and Theatre Services (ETS) is a division of the Finance and Commercial Operations area of Mount Royal University (MRU).  ETS encompasses both the Theatre and Conference service operations of MRU and is responsible for booking and executing exceptional quality events in MRU's performance venues (Taylor Centre for the Performing Arts, Ross Glen Hall, Wright Theatre, Leacock Theatre, Nickle Theatre, and associated classroom and event spaces).  ETS is home of the Taylor Centre Concert Season, and Bella Live from your Couch virtual presentation seasons as well as being considered one of the top 5 roadhouse venue operators in Calgary.

# About the Role

**Responsibilities**

**Client Liaison & Business Development**

* Respond to client and booking leads via telephone and email
* Host site tours to showcase venues and technological capabilities as part of the sales process
* Prepare quotes and respond to event and performance inquiries/requests within a strong sales culture
* Liaise, promote and market to potential clients regarding Event and Theatre venues and services
* Act as the key point of contact for event and theatre clients as part of a One Stop Shop Model
* Ongoing consultation with clients regarding services required prior to their event or performance and post-event follow up to ensure client satisfaction

**Operational and Administrative Responsibilities**

* Acting as resource prior to and during events as required to ensure comprehensive service delivery and memorable patron experiences
* Performing administrative tasks such as preparing venue quotes, room layout diagrams, food and beverage quotes, client contracts and invoices with excellent attention to detail and accuracy
* Facilitating in-person meetings/tours with clients and on-site service providers in order to determine event needs and/or showcase our venues to potential clients
* Guide and execute event and performance logistical considerations including but not limited to: ticketing/registration services, program timeline, food and beverage, bar services/concession, IT/AV, security, accommodation, room set-ups and other related details to ensure exceptional client experiences
* Work with other support service areas of Mount Royal as well as external vendors to ensure there is effective and sufficient support for a successful client experience

**Marketing and Promotion**

* Assist the area Manager in developing and implementation of marketing strategies for the Event and Theatre Services area and specific meeting/special event/conference promotion.
* Assist in developing appropriate advertising copy, brochures, flyers, ETS Event Marketing, etc in conjunction with the Manager, Theatre and Performance Services as well as Event and Conference Services
* Represent Mount Royal University at industry association meetings and events if required from time to time.
* Work directly with Theatre & Performance Manager to establish community partner relationships related to promotional merchandise, brand development and Fund Development Opportunities

**Qualifications**

* Three or four year Bachelor's Degree required
* Three to five years of experience in an event or performing arts-focused environment
* Minimum three years of experience with managing and planning varied types of events or performances
* Exceptional customer service and communication skills (written and verbal)
* Experience in organizing detailed and diverse administrative tasks in an office environment
* Friendly, positive, and professional demeanour
* Experience in dealing with diverse groups and individuals
* Driven and motivated to meet deadlines, sales targets and client needs
* Intermediate or higher-level computer skills in MS Office and Google applications required
* Reliable and flexible with a desire to succeed
* A background in sales and business development in the industry is also desirable

# What We Offer

Talented and committed employees are the driving force behind student success. We strive to be an employer of choice among Canadian post-secondary institutions.

At Mount Royal University, we recognize that people are a combination of many intersecting identities; we work to cultivate an environment that welcomes the whole person, and harnesses the strength that is available in our diversity, creating a rich and inclusive workplace.

Investing in the learning and development of our employees benefits the individual and the University. A variety of services, resources and programs encourage a healthy, productive workplace. Mount Royal University offers a competitive total compensation package including health and dental benefits, pension, health and personal spending accounts, paid vacation, winter holiday closure, personal days and a free membership in our fully equipped recreation centre. (check whether this applies – over 3 month term)

Our campus offers the convenience of a full medical clinic, dentist and pharmacy, as well as a variety of wellness services such as physiotherapists and massage therapists. Campus Recreation offers many activities, including personal training, climbing, aquatics, sports and certifications for students, employees and the public.

***MRU supports full immunization as the best way to protect yourself and our campus community and strongly recommends vaccination against COVID-19.***

**Apply Here:** <https://mtroyalca.hua.hrsmart.com/hr/ats/Posting/view/1737>

**Salary                           $2,269-$2,455  semi-monthly**

**Closing Date:                April 8, 2022**