



Working Title: Event Specialist	Reports to: Executive Director
Hours: Full Time	Location: Calgary

Position Scope/Summary:

Reporting to the Executive Director, this role is the point person for all events at Lougheed House. It is responsible for managing the logistics and guest experiences for day-to-day events, public programs, and venue rentals (such as weddings and other events) held at Lougheed House. The Events Specialist is the first point of contact and represents Lougheed House to customers – both external and internal.

Specific Accountabilities:

Key Responsibility 1: Event Leadership / Client Support

- Handle incoming inquiries from new and existing customers.
- Responsible for both partnership and internally-led events
- Ensure guests have a seamless and positive event experience at Lougheed House.
- Responsible for booking, planning, and managing the details for all event bookings, including internal events and programs. Consult and collaborate with customers, including internal customers, seeking to book catered events, manage the details of the booking and prepare service quotes and confirmations.
- Build proposals, quotes, and any supporting elements to ensure the client’s vision will be realized.
- Maintain regular communication with clients and suppliers via email, text, phone and in-person meetings as required.
- Develop and maintain internal documents, including but not limited to: delivery schedules, invoices, time schedules, inventory, client details and information, etc.
- Identify and acquire materials and products as may be needed for the event booking.
- Provide guidance to the client to ensure understanding of project requirements, design objectives and delivery specifications to ensure a seamless launch of their special event.
- Be on site at the event to ensure it meets all specifications of the rental and client expectations.
- Collaborate with Lougheed House staff to provide guidance and direction on all events.
- Other duties as assigned.

Key Responsibility 2: PT Staff Management

- Responsible for producing part-time casual staff calendar and all communications with the part-time casual pool on their work hours (ie. notifying the schedule is up, managing changes, confirming Payworks filings are correct for approval, etc).
- Responsible for supervising and leading employees during the events, providing direction for all aspects of event production.

Qualifications - Minimum and Preferred (Education, Certification, Degree, Concentration, Skills, Knowledge, etc.):

- High School Diploma or GED; post-secondary diploma in Hospitality Management or similar is preferred.
- 2-4 years previous food & beverage experience or event coordinating within the hospitality industry is preferred. Experience supervising employees during events is preferred.
- Current Basic First Aid Certificate.

- Strong customer service experience.
- Ability to be proactive and take initiative, operate independently (within guidelines) when necessary.
- Ability to communicate effectively both orally and in writing and to deal courteously, tactfully and diplomatically with other employees and guests. Exceptional phone and email etiquette/manner
- Ability to take direction in written and verbal form.
- Strong knowledge of hospitality and events and project management.
- Proven dependability, skill, ability and flexibility in dealing with public in an enthusiastic, helpful, and friendly manner.
- Ability to manage stress during high volume periods.
- Good organizational and planning skills and ability to problem-solve and take initiative.
- Provide excellent customer service – an ambassador for the House.
- Strong computer skills and ability to work with MS Office suite of business programs, including MS Excel.
- Working knowledge of / comfort with use of AV systems an asset.
- Current Pro Serve certification an asset.
- Comfortable working in a fast paced, team-oriented environment.
- Work a flexible schedule, includes days, evenings, late evenings, weekends (including Sundays), and holidays as needed.

Physical Requirements:

- Periodically lift objects weighing up to 30 pounds.
- Ability to climb stairs.
- Ability to use hands and arms to reach for, grasp and manipulate objects.
- Ability to stand for long periods of time.
- Ability to sit for long periods of time.
- Occasionally stoop, kneel or crouch.

To apply:

Please submit your application via the [Indeed link](#).

Applications are being accepted on a rolling basis until a candidate is found.

This organization is an equal opportunity employer. The team is guided by a shared commitment to community, sustainability, inclusiveness, and respect. It welcomes applications from qualified individuals from all backgrounds and recognizes it operates in Treaty 7 territory, home of the Blackfoot Nations, Stoney-Nakoda Nations, Tsuut'ina Nation, and the Métis Homeland.

www.lougheedhouse.com