The Opportunity: Events Coordinator at Lougheed House
Reporting to the Operations & Events Manager, the Events Coordinator is the point person for all events at Lougheed House. They are 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 Coordinator is the first point of contact and represents Lougheed House to customers – both external and internal.

This role is 37.5 hours a week and has non-standard days including evenings and weekends on site at Lougheed House. This is a 15-month contract eligible for extension.

About Lougheed House
Lougheed House was built in 1891 and is a National and Provincial Historic Site. Located in the Beltline neighbourhood amid acres of heritage gardens and green space, Lougheed House is an accredited museum, significant Calgary landmark, and vibrant community gathering space. It features temporary and permanent exhibits, hosts events, tours, and learning opportunities for visitors of all ages, as well as a gift shop and private event space.

Key Responsibility 1: Event Leadership / Client Support

- Handle incoming inquiries from new and existing clients.
- Responsible for partnership and private events; supports internally-led events.
- Ensure guests have a seamless and positive event experience at Lougheed House from initial inquiry through contract signing, event delivery, and payments.
- Track key metrics relating to inquiries, bookings, contract statuses, payment statuses, and other data; provide monthly reports.
- Responsible for booking, planning, and managing the details for all event bookings.
- 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 realize the client's vision.
- Liaise with in-house caterer to communicate event plans and confirm availability.
- 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.
- Be on site at events; ensure it meets all specifications of the rental and client expectations.
- Work closely with the collections team to ensure events follow proper protocol when handling artifacts, exhibits, and general care for the house.
- Collaborate with colleagues to provide guidance and direction on all events.
- Other duties as assigned.

Key Responsibility 2: PT Staff Leadership

- 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.
- Responsible for supporting the Operations & Events Manager in training and onboarding all part time staff for events and front desk.
- Develop and update training and how-to guides for event and front desk staff.

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

- Post-secondary diploma in Hospitality Management field or bachelor's degree is preferred; combination of experience and education considered.
- 2-4 years previous food & beverage experience or event coordinating within the hospitality industry. Experience supervising employees during events is preferred.
- Current Basic First Aid Certificate.
- Strong customer service experience, ability to be an ambassador for the House.
- Ability to be proactive and operate independently (within guidelines) as needed.
- 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.
- Current Pro Serve certification required.
- Strong MS Office suite skills, including MS Excel; knowledge of Visio an asset.
- Working knowledge of / comfort with use of AV systems an asset.
- Valid Class 5 (non-GDL) driver's license is an asset.
- 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.

Application:
Please send cover letter and resume via email to **events@lougheedhouse.com** with "Events Coordinator Application" in the subject line. Ensure your application materials include your name and the position title in file names.

Lougheed House is a Victorian home built in 1891. Restoration efforts involved making spaces accessible, however workspaces and offices are not accessible for all. We endeavour to make appropriate accommodations when possible.

Lougheed House is located on the traditional territory of the Blackfoot Confederacy (Kainai, Piikani, and Siksika First Nations) as well as the territories of the Tsuut'ina and Îyâxe Nakoda (Bearspaw, Chiniki, and Goodstoney) First Nations. Calgary is also home to the of the Battle River Territory Elbow River and Nose Hill Districts of the Otipemisiwak Métis Government.

For more information on our Vision, Mission, Values and the current work of Lougheed House, you are encouraged to review the Lougheed House Strategic Plan.