

Job Description

Kingswood University

Position Title:	Conference & Guest Services Coordinator
Classification:	30 hours/week
Responsible To:	Executive Vice President
Purpose:	To support the mission of Kingswood University by developing auxiliary revenue streams through the successful sourcing, planning, organization, and execution of conferencing and event services.
Goal:	To provide exceptional hospitality through attention to detail, effective communication, seamless event experiences, and a commitment to professional, tailored customer service.

Responsibilities:

- Generate leads and grow the client base for auxiliary services with a balanced mix of new and returning clients, driving growth by maximizing Kingswood's event capacity.
- Work with the Marketing department to develop a landing page, promotional resources, info pieces, booking forms, and a communication plan.
- Serve as the primary point of contact for all external event or services requests.
- Work with the EVP and Aramark leadership to set competitive pricing for facility use and food and housekeeping services.
- Work closely with Academics, Student Life, Enrolment, Donor Engagement, and Information Services to ensure the goals of each department are supported as our clients are served with excellence.
- Manage the conference facilities calendar, including designated accommodations, for both internal and external events, working closely with Aramark leadership to ensure timely and manageable turnover of spaces.
- Oversee catering needs, including meal planning, dietary restrictions, and special requests.
- Ensure the space is set up appropriately to meet event needs, including seating and A/V requirements.
- Serve as the onsite host and point person for issues during the event, efficiently and creatively resolving problems as they arise.
- Generate post-event feedback from clients and internal stakeholders.
- Provide leadership to the student-run Solid Grounds on-campus café, working with the student team to develop a business plan, expand the café offerings and hours, and establish a campus hub that welcomes the greater Sussex community.
- Serve as the work-study coordinator, providing mentorship to students in the Elements Gap Year program as they engage in meaningful work opportunities on campus.
- Develop a process to assign work roles, monitor, and provide feedback to students engaged in on-campus employment.
- Provide training to staff who create work-study opportunities in their department to ensure students receive meaningful experiences and learn valuable skills during their placements.
- View this position as a ministry, including mentoring students in their Christian walk as opportunities arise in the fulfillment of your responsibilities.

- Participate in University events, including regular chapel attendance, as available.
- Perform additional duties, as required.

Qualifications:

- Bachelor's degree in business, hospitality, communications, event management, or a related field an asset.
- Experience in sales, hospitality, event coordination, or conference management is preferred.
- Familiarity with basic event planning software, including Google Suite, required.
- Self-starter with a continuous growth mindset, able to prioritize work and accomplish goals.
- Collaborative mindset, including ability to lead, manage, or participate in cross-functional teams.
- Well-organized and able to manage multiple projects at once.
- Attention to detail and accuracy with a commitment to excellence.
- Good interpersonal communication skills including listening, relating, diplomacy, tact, and creative problem solving.
- Willing to work flexible hours to accommodate event schedule.
- Understanding of and ability to communicate Christian values and beliefs to students and clients.

Values:

- Godly, spiritually mature, fully devoted to Christ and the Church.
- Genuine and evident love for other persons demonstrated by consistent spirit of kindness, compassion, and respect for all other persons.
- Integrity and moral excellence, with life above reproach.
- Code of personal conduct consistent with membership commitments for leaders of The Wesleyan Church.
- Commitment to enthusiastically assist in fulfillment of Kingswood University's mission.
- Commitment to exemplify Kingswood University's core values, including total ownership, prioritize students, collaborative synergy, growth mindset, enthusiastic engagement, uncompromising integrity, and innovative flexibility.

General University Information:

Kingswood University is owned by The Wesleyan Church of North America. The mission of Kingswood is to serve Jesus Christ by strengthening the local and global church through forming Christ-like servant leaders in a community that creatively blends academic excellence and practical ministry experience with intentional spiritual formation.

Direct resumes to:

Andrea Gunter
Executive Vice President
Kingswood University
26 Western Street.
Sussex, NB E4E 1E6

Email: guntera@kingswood.edu
Phone: (506) 432-4402