

RENTALS & EVENTS CO-ORDINATOR



The Greater Victoria Harbour Authority (GVHA) is hiring a Rentals & Events Coordinator with exceptional organizational skills, attention to detail and a penchant for relationship building. This position reviews and approves all applications for event space at GVHA's harbour properties and marinas, and ensures that all rentals and events adhere to GVHA's technical site requirements, community and environmental standards. GVHA properties host or provide power to approximately 20 community events annually. In your role, you will work closely with internal GVHA departments and the City of Victoria Arts & Culture.

Apply for this position if you have experience with executing venue rental agreements, have worked as a theatre technician/production coordinator, understand the components of organizing outdoor markets and have a passion for events and cultural programming. Reporting to the Manager, Communications & Marketing (MCM), this full-time job has some evening and weekend requirements. This position enjoys comprehensive health benefits, RRSP matching and more, plus a hybrid office/work-from-home schedule, are available upon completion of three-month probation.

Specific Accountabilities

- Coordinate the use of GVHA facilities by external parties and ensure the appropriate level of support for a wide range of private events, such as music events, cultural celebrations, community events, etc.
- Train and coordinate staff and resources to ensure events and rentals are fully supported in all aspects of facility usage.
- Ensure each rental or vendor inquiry is provided timely responses and manage an appropriate event planning timeline.
- Meet with potential clients, making them aware of advantages and challenges of GVHA rental spaces while explaining the special considerations necessitated by the proximity to the water, surrounding businesses/residents and GVHA's commitment to sustainability.
- Proactively anticipate and troubleshoot any emerging issues during the planning process and on event day.
- Meet regularly and maintain open communication with those who need to be involved in the planning process and provide timely notification of necessary changes. Work cross-functionally with other GVHA departments, providing special events expertise as required.
- Maintain and accurately record all rentals and events utilizing GVHA's database and calendar system.
- Develop, complete and maintain contracts for each facility rental; communicate and comply with GVHA contracts and policies.
- Update and maintain a list of approved vendors for GVHA events and rentals. Coordinate with vendors on schedule and services for each event. Recommend appropriate vendors for GVHA related events.
- Support internal event planning for various departments as needed.
- Support the development of special event policies and create facility rental guides (technical riders).
- Identify and implement strategies for securing new and repeat vendors.
- Plan for the safety of visitors and staff by following and enforcing all related policies and procedures in the planning and execution of events.
- Must be available weekday evenings, Saturdays and Sundays to coordinate and supervise staff during prime GVHA events and rentals.
- Works with Accounts Payable to ensure timely invoicing and collection of payments.
- Once approved by the MCM, process film and photography permits, ensuring rental parties adhere to GVHA technical riders and community standards.

- Provides support for social media and other digital activities as it relates to rentals and events.
- Become familiar with the goals, vision and mission of GVHA by regularly attending appropriate meetings and engaging with other GVHA staff to effectively coordinate schedules and support for rentals and events.
- Adhere to the policies, procedures and standards of conduct set forth by GVHA.
- Other duties may be assigned from time to time.

Experience and Education

- 2+ years of experience in an event/venue rentals role with previous responsibility in executing event plans and preparations, site set-up, guest support and follow-up, and managing stakeholder relationships.
- Diploma in Technical Theatre, Event Management or similar field is an asset.
- Experience as a theater/event technician is an asset.
- Demonstrated excellence in both verbal and written communications, with superior attention to detail.
- Proficiency with MS Office and internal management tools.
- Experience booking or managing events in a public setting is considered an asset.
- Proven track record for developing, maintaining and growing relationships with key stakeholders (customers, industry contacts, colleagues, volunteers, etc.).

Knowledge, Skills, and Abilities

- Working knowledge of technical event requirements and production processes
- Working knowledge of events planning and coordination
- Working knowledge of venue booking practices and policies
- Experience as a theater/stage technician or stage manager is an asset
- Excellent communication and customer service skills
- Excellent interpersonal skills and a team player
- Ability to organize multiple priorities, tasks and deadlines
- Ability to confidently deal with challenging customers and respond to and resolve complaints
- Ability to exercise tact, good judgment, confidentiality, and flexibility in providing service to customers
- Ability to be client-oriented and to exchange information, and deliver innovative solutions to customers in a timely, professional manner
- Ability to establish and maintain effective relationships with a variety of groups or individuals to meet GVHA objectives
- Ability to manage and organize concurrent projects while taking into consideration changing priorities and deadlines, emerging issues, impact of decisions, and competing and conflicting demands
- Ability to adapt to changes in work environment, work assignments, and/or changes in organizational priorities

Tools/Equipment

- Operates standard office equipment, including video conferencing and audio-visual equipment
- Operates marina management software for event space allocation
- Advanced knowledge of Microsoft Office applications, such as Word, Outlook, Excel

Working Conditions

- Regular, full-time position (37.5 hours/week)
- Office environment and site/field environment
- Hybrid office/work-from-home arrangement available after 3 months of service
- Occasional evenings and/or weekends due to operational requirements and/or to participate in events

- Available on call for after-hours events assistance as needed
- Exposure to all weather and operating conditions within an indoor and outdoor event execution context
- May stand or sit for extended periods
- Physical ability to set-up and strike tents, tables, chairs, audio/visual equipment and other event equipment

GVHA is dedicated to encouraging a supportive and inclusive culture amongst our workforce. Our goal is to ensure all employees are given equal opportunity, and that GVHA is representative of all sections of society.

GVHA operates on the traditional territories of the Lekwungen People, the Songhees Nation and x̱seps̱am (Esquimalt) Nation. We are a not-for-profit organization committed to the stewardship and sustainable growth of Victoria's dynamic working harbour.