



Position: Front of House Coordinator

Reports to: Director, Innovation Centre

Position Description

Innovation Guelph's Front of House Coordinator is responsible for ensuring the smooth and effective operation of the facility by providing administration support to staff and overseeing all in-house events. This role is ideal for someone who is customer service oriented, loves people, and can be a friendly face to everyone who enters our office space.

In this role, you will:

- Act as the first point of contact for the Innovation Centre, welcoming the public and representing Innovation Guelph;
- Answer telephones, direct calls, take messages, schedule meetings;
- Provide administration support to staff, as needed;
- Plan and coordinate various Innovation Guelph public events and programs, confirming location, agenda, promotion and other necessary specifications needed for execution;
- Coordinate/host in-house Innovation Centre bookings of event space and boardrooms for Innovation Guelph clients (includes setting up AV equipment, projector and screen) ;
- Facilitate the signing and collection of insurance certificates and signed event agreements;
- Liaise between clients and outside vendors, including follow up post event;
- Proactively manage social media engagement including Facebook, Twitter, Instagram and Hootsuite for the Centre;
- Collect and record event metrics (i.e. number of attendees, organizations, etc.) ;
- Order facility supplies and liaise with the landlord and/or third-party service providers as required;
- Represent Innovation Guelph at external events, where required.
- Other related duties, as assigned.

Experience and Qualifications

- Previous experience in a customer service role, preferably in an office environment
- Ability to multitask, work in a fast-paced environment and apply your keen attention to detail
- Strong verbal and written communication skills in English (other languages an asset)
- Move, lift, carry, push, pull, and place objects (i.e. tables and chairs for event setup) weighing less than or equal to 25 pounds without assistance
- Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint)
- Comfortable with setting up and troubleshooting AV equipment (video, sound, projector)
- Knowledge of the Guelph business community and relevant organizations (Innovation Guelph, City of Guelph, Guelph Chamber of Commerce, etc.)
- Previous direct experience in innovation or the Startup eco-system an asset



Work Environment & Schedule

This is a full-time, position with Innovation Guelph during regular business hours (Monday - Friday, 9:00 a.m.- 5:00 p.m.), with the understanding that this position requires flexibility to include additional participation for events during early mornings, evenings and weekends where required.

Compensation

- Salary dependent on education and experience

How to Apply

Submit your résumé and cover letter by email to Kristel Manes, at kristel.manes@innovationguelph.ca. The deadline for applications is **Friday, July 14th at 5 p.m.**

We thank all applicants for their interest in the position. Qualified candidates will be notified.