

**NIPISSING UNIVERSITY POSITION
DESCRIPTION**

POSITION:	Campus Sales & Services Coordinator
DEPARTMENT:	Campus Sales & Services
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
CLASSIFICATION	Coordinator B
WAGE GRADE:	WG 60
SUPERVISOR:	Senior Manager of Campus Sales & Services

SUMMARY OF FUNCTIONS:

Reporting to the Senior Manager of Campus Sales and Services, the coordinator will assist with the strategy, organization, execution, and reporting for ancillary revenue-generating endeavors, which include summer accommodations, Nipissing Lakers Shop, corporate partnership opportunities, and more. As a member of the Campus Sales and Services team, this role will play a significant part in the growth of the team's ventures.

The coordinator will perform the steps involved in the sales process across both the summer accommodation and Lakers Shop portfolio, ensuring a smooth customer experience and pursuing opportunities for increased revenue with these functions. The coordinator will also guide and mentor student staff for summer accommodation hospitality roles and the Lakers Shop.

The coordinator will be key in liaising with Marketing and other Campus Sales and Service team members to develop effective growth strategies and opportunities to scale operations. They will support the development and execution of Nipissing University's corporate partnership and sponsorship initiatives. They will coordinate client communication and market research and liaise with marketing and other internal stakeholders to deliver on commitments to assist in soliciting new business and fostering client relations as they develop.

There may be demands of the position in the evenings and on weekends. The hours of work may rotate and be flexible depending on the needs of the department. The Campus Sales & Services Coordinator will be notified in advance of any changes to the regularly scheduled shifts as outlined in Article 22.02 of the collective agreement.

DUTIES & RESPONSIBILITIES:

Summer Accommodations Coordination

(35%)

- Research local accommodations market to provide a comparison of competitive rate structure
- Work with Marketing team to promote Summer Accommodations initiatives
- Participate in the student hiring and training process
- Respond to guest inquiries, provide details about Summer Accommodations, and guide prospective guests through the booking process
- Track and coordinate incoming guest/group information and communicate details to the housekeeping team and front desk staff
- Collaborate with the Housekeeping Coordinator to ensure rooms are ready as required for incoming guests
- Provide guidance to the housekeeping team in the Housekeeping Coordinator's absence
- Develop and implement consistent processes for Summer Accommodations damages reporting

- Maintain and update online booking software; provide periodic financial reports and projections
- Mitigate risks associated with each event to ensure successful execution and positive impact on the University's reputation
- Assist with mentoring, educating and coordinating project tasks to student workers

Corporate Partnership/Sponsorship

(25%)

- Liaise between internal stakeholders to produce assets for partnership commitments
- Assist in communication with both inbound and outbound sales prospecting
- Conduct market research to pursue new partnership opportunities
- Build reporting mechanisms for partners and conduct monthly status updates
- Assist in creating sponsorship packages
- Perform market research for partnership opportunities
- Maintain detailed files of commitments or agreements with brand partners

Retail Merchandise Coordination

(25%)

- Source branded merchandise from external vendors
- Maintain ongoing inventory accuracy and promptly report restocking requirements
- Explore sought-after merchandise options specific to Nipissing University's target demographics
- Oversee and participate in order fulfillment processes
- Maintain the Lakers Shop's online and in-store presence
- Coordinate strategic pop-up shops
- Ensure the detailed operational guide is kept updated for additional team member onboarding
- Assist with mentoring, educating, and coordinating project tasks for student workers

Administrative Duties

(15%)

- Correspond with internal and external stakeholders to set clients and customers up for a successful on-campus experience
- Maintain accurate files, collaboratively and independently
- Coordinate financial processes with Finance, Summer Accommodations, and Corporate Events
- Collaborate with Marketing to promote available services and opportunities
- Assist the Corporate Event Coordinator and Corporate Events operation
- Other administrative support, as required

Other duties as assigned

QUALIFICATIONS:

Education:

A University degree in a related field (i.e., Business/Marketing, Hospitality, Event Planning, Communications, etc.) is required.

Training and/or experience may be substituted for formal academic training at the discretion of the University

Training, Experience, Knowledge & Skills Required:

- Two to Three years of relevant work experience
- Experience planning and coordinating complex bookings

- Experience developing and executing event plans, including working with clients to identify and meet goals, quality requirements, budgets, and timelines
- Required to provide a Criminal Record Check/Vulnerable Sector Check as a condition of employment (i.e., not have been convicted of a criminal offence for which a pardon has not been granted)
- Marketing or sales experience
- Understanding of CRM or job management systems for project coordination
- Retail experience an asset
- Excellent oral, written and presentation skills
- Demonstrated project coordination experience, with the ability to coordinate multiple and complex event projects, on time and on budget
- Self-motivated and self-directed individual that can work independently and as part of a team
- Responds well under pressure and with the logistical requirements needed in event delivery
- Ability to adapt to change in a fast-paced work environment
- Excellent time management and organizational skills
- Strong attention to detail
- Sound judgment in assessing and responding to situations in an appropriate manner
- Demonstrates diplomacy and professionalism at all times
- Proven ability to collaborate with various stakeholders
- Experience working with, coordinating, and motivating volunteers
- Experience interacting with and providing hospitality for high profile guests/clients
- Quick thinker, adaptable, solution-oriented
- Web/social media knowledge/experience
- Good working knowledge of MS Office suite of software
- Knowledge of the University environment would be an asset

RELATIONSHIPS / CONTACTS:

Supervised by: Senior Manager of Campus Sales & Services

Internal Contacts: Staff, faculty, students

External Contacts:

- Prospective students and their parents/supporters and other influencers
- Community supporters/partners
- Suppliers (catering, promotional items, event production companies, etc.)
- Government representatives
- High profile guests

MATERIALS UTILIZED

- Computer and peripherals; software including MS Office Suite, and Infosilem EnCampus
- Telephone/Smart phone, Tablet, Photocopier/Scanner
- Signage (pop-up displays, step and repeat backdrops, etc.)
- Personal and rental vehicles
- AV equipment
- Policy and procedures manual

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Occasional moderate physical exertion, specifically during set-up/take-down of events

- Occasional lifting, carrying, and carting materials to/from supplier and/or event
 - During events, there may be occasional long periods of standing and walking
 - Visual/listening/concentration
 - Ability to work with distractions
 - Regular in-town travel; occasional out-of-town travel for short periods of time
 - Required to carry smart phone (during working hours)
 - Valid Class G driver's license and access to a personal vehicle during work hour
 - Flexible work schedule, with some regular evening and weekend hours, in order to accommodate the needs of the department
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I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date