

- Prepare and maintain accurate records and process to completion transactions for group and individual bookings related to public and school programs, rentals, birthday parties, sleepovers, courses, memberships, special events and other offerings (ie. Be a Star, gift cards etc), within the prescribed timelines and as per booking procedures.
- Process all invoices, cash and/or credit transactions and prepare deposits as required.
- Contact all groups to verify and confirm information and requirements within the prescribed time line and as per booking procedures.
- Contact third parties for additional resources for rentals as required.
- Prepare all correspondence on facility rentals including finalizing contract requirements within the prescribed time lines.
- Ensure appropriate deposits are received prior to all events as per policy.
- Inform appropriate internal departments, within the prescribed timelines, to enable scheduling of special staff/equipment required for bookings (internal or external). Information includes appropriate set-up/take-down times and event requirements.
- Responsible to follow up to ensure proper equipment, food services, setup and take down occur for all internal or external rental events.
- Event coordination, problem solving and when directed, acts as the on-site contact at the beginning of events to ensure that all set up and client requirements are met.
- Responsible for follow-up calls to rental clients after each event within the prescribed time line and ensure evaluations are completed and distributed as directed.
- Maintain a clean and well-stocked work environment.
- Perform related duties as required.

QUALIFICATIONS:

Knowledge and Abilities:

- Effective oral and written communication skills.
- Ability to deal courteously, professionally and with full knowledge of the organizations' offerings.
- Knowledge of Microsoft Office Suite
- Demonstrated knowledge of ATMS or POS software
- Excellent guest experience abilities.
- Strong organizational skills to arrange events.
- Must be self-motivated and have a proactive approach.
- Excellent accuracy and cash-handling skills.
- Excellent problem-solving skills.
- Demonstrated patience.
- Ability to maintain records both electronically and manually.
- Ability to work independently and as a team member.



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Education:

- High school diploma supplemented by business, accounting and computer courses.
- Minimum of two years' previous experience in event bookings, advance sales, or an equivalent combination of education and experience.

Note: A clean Police Information Check including the vulnerable sector is a condition of employment for successful candidates. The check must be completed prior to commencement of work and is the financial responsibility of the candidate.

Wages: \$43,972.50,– 54,795.00 annually, based on 2023-2024 Collective Agreement (FT130).

Hours of Work: 75 hours biweekly, flexible schedule required with the ability to work evenings and weekends as required.

Opening Date: April 15,2024

Closing Date: April 22,2024

How to Apply: hr@twose.ca

Please include cover letter and resume in one document. We thank all applicants and advise that only those selected for an interview will be contacted.