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POSTING NO.: ESSF 1765 AFFILIATION: CSU52

The Edmonton Space & Science Foundation Rentals Coordinator Full Time

Located in the heart of amiskwacîwâskahikan <\(\Pi^\b\dagger^\

We take pride in building a culture that is diverse, equitable, and inclusive. Science is for everyone, and the Science Centre team is as diverse as our guests. We encourage Black, Indigenous, and racialized peoples, persons living with disability and neurodiversity, women, sexual and gender minorities, and members of all minority groups to apply.

Be part of an organization that values diverse perspectives, identities, abilities, and expressions. From cosmic discoveries through telescopes to 'Aha!' moments under microscopes, join the Science Centre team as we work towards our vision of becoming the trusted hub of science engagement, pushing boundaries and igniting curiosity.

POSITION SUMMARY:

The Rentals Coordinator reports to and works under the direction of the Senior Manager, Guest Experience & Business Development. They are responsible for managing and coordinating facility rentals with external clients at the TELUS World of Science – Edmonton.

Responsibilities include handling inquiries, booking spaces, coordinating event logistics across internal departments as well as with the client, and ensuring a seamless rental experience for clients while aligning with the Science Centre's mission. The incumbent must be familiar with all policies, procedures, systems and facilities applicable to programs, admissions and rentals offered to individual and group visitors. This individual must demonstrate exceptional customer service, patience, communication and organizational skills and will perform duties with minimal supervision.

DUTIES AND RESPONSIBILITIES:

- Provide information and communicate with prospective patrons regarding facility rentals.
 Communication may occur via telephone, e-mail and in person meetings (including touring facility).
- Prepare and maintain accurate records and process transactions for rentals within the prescribed timelines and as per booking procedures.



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- Act as the primary point of contact for rental inquiries, providing information on availability, pricing, and policies.
- Manage and maintain the rental calendar, ensuring accurate scheduling and timely communication with clients and internal teams, including writing and communicating scheduling for the part time Event & Rental Coodinator.
- Coordinate all logistics for rental events, including setup, staffing, audiovisual needs, and vendor arrangements.
- Conduct site visits and walkthroughs with potential confirmed clients.
- Develop and distribute rental agreements, ensuring compliance with TWOSE policies.
- Work cross-functionally to facilitate smooth event execution.
- Provide on-site support during rental events as needed.
- Process invoices, payments, and rental contracts, tracking financial transactions related to facility rentals.
- Partner with marketing department on marketing and outreach efforts to promote rental opportunities to potential clients.
- Partner with third parties for additional resources for rentals as required.
- 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 gathering feedback from rental clients after each event within the prescribed timeline and ensure evaluations are completed and distributed as directed.
- 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.





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- Demonstrated patience.
- Ability to maintain records both electronically and manually.
- Ability to work independently and as a team member.

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: \$47,619.00 - \$59,358.00 annually, based on 2023-2024 Collective Agreement (FT140) *under review*.

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

Opening Date: March 4,2025 Closing Date: March 11,2025

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.