

ASSISTANT MANAGER, EVENT SERVICES

Full-time Salaried Position

Since opening in 1993, RBC Place London (RBCPL), formerly London Convention Centre, has built a reputation for delivering exceptional service and creating memorable experiences. Our goal is to exceed expectations with every event, and the loyal guests who return time and again are a testament to that success. With 70,000 square feet of versatile event space, we offer a modern, welcoming venue that leaves a lasting impression. RBC Place London is located in downtown London, Ontario, 300 York Street.

Interested in joining an outstanding hospitality team? The Event Services (ES) department is currently looking for a full-time Assistant Manager, Event Services.

Job Description

An engaging leader and mentor, the Assistant Manager, Event Services supports RBCPL's strategic plan through our exceptional guest experience. With a passion for exceptional service and a well-versed knowledge of hospitality and team dynamics, the incumbent assists with on-site organization and execution of all events including coordination with clients, Event Services associates, RBCPL departments and client contractors.

Reporting Relationship: Reports directly to the Manager, Event Services.

Responsibilities

Exceptional Client Experience

- Work proactively and cooperatively with all departments to continuously enhance the RBCPL experience.
- Conduct event set-up inspections to ensure the ES team has adhered to all opening, closing and client checklists.
- Conduct inspections throughout the building to ensure all front and back of house equipment is properly stored and maintained.
- Participate in daily operations meetings, client services meetings and pre-con client meetings.
- Consult with various departments regarding proper setup, equipment and F&B requirements.
- Ensure all set-ups and operations are in accordance with fire, health and safety policies and procedures.
- Direct and manage simultaneous events including all aspects of coordination and flow related to function and building operation.
- Guide all roll call/post roll call meetings to encourage associate feedback.
- Recommend and encourage innovation in the promotion of food and beverage.
- Be proactive in obtaining and sharing industry knowledge on trends, new market/product opportunities, etc.
- Co-ordination of décor for internal events and client need

Development and Engagement of Event Services Associates

- As a member of the RBCPL leadership team, support all departments by effectively identifying and communicating opportunities and challenges.
- Lead and demonstrate a work culture that is open, innovative and inclusive mentoring the Event Services team in all aspects of service excellence.
- Direct and implement on-going service training programs to enhance the RBCPL experience.
- Offer positive reinforcement for associate growth by conducting appropriate coach and counseling sessions.
- Take leadership role for training/development of core team
- Prepare and deliver annual performance reviews of supervisors and core associates.
- Take Leadership role in recruitment and hiring process of new associates.
- Assist with new hire orientation and oversee training of new associates

Manage Daily Operation and Administrative Responsibilities

- Oversee activities of custodial team and coordinate security coverage through third party services.
- Supervision of and physical assistance to ES associates when necessary to ensure proper setup, servicing & teardown of all events as specified on EO/floor plans.
- Maintain an 80%-20% split between begin on the floor supervising ES associates and events to completing administrative duties
- Ensure service standards are met and followed uniformly by supervisors and associates.
- Key priority is ensuring proper communication is maintained by ES associates with all departments.
- Maintain and communicate a strong knowledge of RBCPL building systems and procedures.
- Assist with the development and implementation of the ES Action Plan.
- Assist Manager, Event Services with developing and maintaining an efficient combination of skilled full and part-time staff to meet irregular staffing requirements.
- Assist with maintaining the services of staffing agencies while seeking out new opportunities.

- Collaborate with existing agencies to implement service training initiatives to ensure RBCPL service standards are maintained by their associates.
- Department representative/key liaison for internal event committees.

Financial Management

- Direct and manage the completion of the ES schedule for all ES hourly associates while maintaining guidelines for financial efficiencies.
- Confirm accuracy of billing for all services provided to an event.
- Oversee the process of work orders from published to completion of billing.
- Assist Manager, Event Services with capital and operating planning throughout the year.
- All other duties as assigned.

Job Skills and Requirements

- A minimum two (2) year community college diploma with specialized training and/or experience in hospitality, management or event management required.
- Minimum five (5) years' Event supervisory experience required.
- A working knowledge of Alcohol and Gaming Commission of Ontario (AGCO) related policies, safe food handling, Employment Standards Act and other employment related legislation including OHSA, Ontario Building Code and Fire Safety Plan, Smart Serve Certified required.
- A knowledge of large event operations, MS Office and sales/event planning programs is preferred.
- Ability to thrive in a high pressure, exceptional guest experience environment required.
- A grateful leader with exceptional communication, mentorship and team engagement skills required.

Hours of Work/Working Conditions

The Assistant Manager, Event Services, will work onsite. Weekend work is required, and daily hours may vary depending on the client and management requirements.

Total Compensation

Salary Range: \$60,000 - \$68,000/year

Benefits: Health & Dental, STD/LTD, Life Insurance, Dependent Life, Employee Assistance Program, OMERS pension plan, Sick days, Parking, Education Reimbursement, professional membership reimbursement if desirable or requirement of holding a particular position.

Posting Type: New vacancy

How to apply

Interested applicants are asked to email their resume to careers@rbclplacelondon.com by **Monday, September 22nd, 2025**.

We thank all applicants for their expression of interest; however, only those candidates selected for an interview will be contacted.

Please note: As an inclusive employer, we are committed to providing a fully accessible recruitment process. Please let us know if you require any accommodation.

For more information on RBC Place London, visit our website at www.rbclplacelondon.com or follow us on social media!

