

MANAGER, EVENT PLANNING

Full-time Salaried Position

Opened in 1993, RBC Place London (formerly London Convention Centre) has a reputation of providing world class service to all who step foot inside the facility. Our goal is to delight guests with every act, and our ongoing success of creating raving fans attests to our achievement in reaching this goal. Boasting 70,000 square feet of meeting, conference and exhibition space, our flexible facility will leave a lasting impression on the way you view other facilities!

RBC Place London is located in downtown London, 300 York Street.

Interested in joining an outstanding hospitality team? The Event Planning department is currently looking for a full-time Manager!

Job Description

The Manager, Event Planning ensures a “raving fan” guest experience through effective communication and efficient delivery of client services. This position also works collaboratively with other departments at RBCPL to ensure that guests are delighted with every act. The Manager, Event Planning may be required to be on site during the event.

Reporting Relationship: Reports directly to the Director, Event Planning.

Responsibilities – Nature and Scope

Exceptional Guest Experiences

- Works proactively and cooperatively with all departments to provide guidance and support to ensure raving fan experiences for all RBCPL guests.
- Initiate and revise bookings in the booking system.
- Respond to telephone inquiries and conduct site inspections.
- Obtain and finalize all logistical details for the event.
- Prepare the Event Order document/floor plans and distribute.
- Meet with clients to recommend menus and plan room configurations.
- Up-sell food and beverage, audiovisual and RBCPL technical services.
- Be on site when necessary to meet the client and make necessary introductions.
- Keep accurate files and update notes of all contractual obligations and revisions in booking system.

Interdepartmental Teamwork and Communication

- With excellent communication and team development skills, the Manager, Event Planning participates in weekly Event Order meetings to communicate Event Order details with the Manager, Event Services and the Executive Chef.
- Participate in daily briefings.

Financial Management

- Recommend changes or innovations in RBCPL policy, procedure, and/or equipment purchase to minimize cost and improve efficiency.

Job Skills and Requirements

- A minimum 2-year Community College diploma with specialized training in event planning or equivalent required.
- A background in hospitality event supervision and 2 – 3 years' experience in catering support or floor supervision required.
- Exceptional communication, organizational and inclusive interpersonal skills required.
- Previous experience with convention facility operations an asset.
- Experience with computer software and catering software programs preferred.
- Knowledge of floor plan configuration software programs preferred.

Hours of Work/Working Conditions

- Weekend work may be required, and daily hours may vary depending on the client and management requirements.
- This position offers a flexible (remote/in-office) schedule.

Total Compensation

Salary: \$50,000 - \$64,000/year

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

How to apply

Interested applicants are asked to email their resume to careers@rbclacelondon.com by **Tuesday, May 30th, 2023**.

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 accommodations.

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

