

Date: March 2022

# Event Services Manager

**ID:** 390997

**Category:** Food Services

## OVERVIEW

The people of Aramark proudly serve millions of guests every day through food, facilities, and uniform services in 19 countries around the world. Rooted in service and united by our purpose, we strive to do great things for each other, our partners, our communities, and our planet. We believe a career should develop your talents, fuel your passions, and empower your professional growth. So, no matter what you're pursuing — a new challenge, a sense of belonging, or just a great place to work — our focus is helping you reach your full potential. Learn more about working here at <http://careers.aramark.com> or connect with us on [Facebook](#), [Instagram](#) and [Twitter](#).

The Shaw Centre is an award-winning convention centre, recently winning the AIPC APEX Award for best client rated convention centre in the world. It provides colleagues with an inspirational work environment focused on providing the skills required for success, promoting a healthy and safe workplace, and maintaining an environment where we intend to have fun each and every day.

Shaw Centre has worked hard to create a culture of fair, consistent and focused leadership, and looks to hire dedicated staff who are inspired people creating extraordinary events for our clients.

We focus on keeping our colleagues informed, rewarding efforts, celebrating achievements and letting everyone know that every action they take matters to the success of Shaw Centre.

## DESCRIPTION

This position is based at the Shaw Centre, which was named #1 best convention centre globally in 2020, and is located in the heart of downtown Ottawa. Under the Director of Events, this management position is responsible for acting as the primary liaison between clients and the operational teams to plan successful events of various scopes.

## KEY RESPONSIBILITIES

The **Event Services Manager** is responsible for planning all aspects of a client's event including the following:

- Meets with client groups to plan and organize assigned meetings and/or events.
- Coordinates activities with the various service contractors for assigned meetings and/or events.
- Guides clients in preparation of events by interpreting and explaining contract provisions, policies and procedures.
- Keeps clients informed as to status of deadline schedules, including but not limited to floor plan submissions, meeting room set-up specifications, insurance requirements and other relevant details.
- Ensures departmental sales goals for food and beverage are met or exceeded.

- Provides clear, concise, and timely communication of detailed requirements to operational departments. Assists in scheduling operational set-ups to provide equipment or service's needs.
- Serves as primary liaison between clients and facility departments.
- Monitors in-house events, maintaining close contact with clients and facility staff to ensure successful events. Follows-up on all client requests and concerns.
- Attends appropriate planning, organization and other event and facility meetings in support of facility operations.
- Know and comply with all ARAMARK and client policies and procedures regarding safety, security and emergencies.

#### ESSENTIAL FUNCTIONS

- Ability to constantly move about a large facility, which could span several hundred thousand feet, to perform work responsibilities, inspections, client tours, and various meetings
- Ability to constantly identify and rectify hazardous situations in the workplace
- Ability to frequently operate office machinery
- Ability to constantly communicate, verbally and in writing, with clients, component management and ARAMARK staff
- Ability to frequently handle or direct the resolution of managerial matters
- Ability to frequently provide statistical analysis and to constantly utilize information technology to submit statistical and financial reports to component management
- Ability to constantly respond to changing demands from component management, clients, and guests
- Ability to constantly interact with the public
- Ability to frequently work irregular hours, such as days, nights, weekends, and some holidays

#### QUALIFICATIONS

- Position requires an associate degree
- 2-4 years of hotel and convention management/supervisory experience increasing degrees of responsibility attained.
- Ability to communicate (both verbal and written) effectively with clients, customers of the client and support staff.
- Ability to write business letters, summaries and reports, using prescribed format and conform to all rules of punctuation, grammar, diction and style.
- Requires management and leadership skills and the ability to work with confidential employee, client and ARAMARK information.
- Clean criminal background check before first day of employment
- Bilingualism a strong asset

To apply now, click [here](#).

*Accommodations for job applicants with disabilities are available upon request.*

*The finalist candidate for this position will need to complete and successfully pass a Criminal Background Check and a Vulnerable Sector Screening (if the operations we service require this). If hired for this position, your continued employment with us would be conditional upon Aramark being satisfied that you have successfully cleared both these conditions.*