

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
(ENERGY, FLEET & FACILITIES MANAGEMENT DIVISION – SPORTS & ENTERTAINMENT FACILITIES
SECTION - LOCATION – 64 MELROSE AVE. N., HAMILTON)

FACILITY BOOKING COORDINATOR – TIM HORTONS FIELD – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Sports & Entertainment Facilities, this position will be an integral part of a specialized technical team that delivers efficient and effective administrative support to the Facility Supervisors, Anchor Tenants, Community Groups, and the General Public.

GENERAL DUTIES

Provides confidential administrative support.

Assumes responsibility for all routine administrative details within the office.

Works independently, with minimal or no supervision, on multiple priorities; ensures deadlines are adhered to and established procedures followed.

Provides assistance with the planning and execution of rental user groups, and field of play events at Tim Hortons Field.

Liaising with clients to provide status updates, coordinate work, re-organize work and ensure that work requests are completed in accordance with predetermined service level standards.

Deals tactfully with customer user groups, receives complaints including troubleshooting root cause analysis and making recommendations for improvements.

Provides support, co-ordination and resources to the anchor tenants, sport/athletic user groups, and community organizations.

Responds to needs of rental groups, facility set-up, take down, special requirements, and the issuing of contracts.

Schedules appointments, arranges meetings and organizes the delivery of presentation equipment. Prepares necessary documentation, provides for catering arrangements and informs participants of arrangements.

Effectively communicates with staff and clients/customers regarding staffing requirements, space, times, and set up adjustments.

Records and inputs timesheets and absences for staff.

Performs purchasing and contract management functions including preparing purchase requisitions. Monitors and tracks purchase orders, follows up on invoicing issues and ensures terms of contracts are adhered to. Reports on Purchase Orders and replenishes funds as directed by management, within Tim Hortons Field.

Leasing Administration functions including preparing and tracking payments, addressing Anchor Tenant specific support functions including following upon on operating costs and account disputes.

Monitors and ensures adherence to field of play and room booking allocation policies and procedures. Reviews requested changes related to the field of play and room bookings before they are sent to the Manager for sign off.

Perform various risk management functions including reporting claims, following up on and documenting incidents and pursuing insurance documentation.

Assists with maintaining and tracking new equipment inventories and maintaining warranty information.

Orders supplies, uniforms and personal protective equipment on an as needed basis.

Participates in business improvement initiatives/projects as requested including assisting with knowledge base for maintaining Standard Operating Procedures

Completes assigned booking tasks at Tim Hortons Field including completing reports and monitoring usage.

Completes financial functions including using to investigate and report on invoicing issues, preparing invoices and cheque requisitions. Reviews and analyses invoices and provides coding for processing as assigned and performing other duties to ensure accurate payment of invoices consistent with contract terms.

Co-ordinates and arranges all travel, conference and course arrangements, and follows-up as appropriate.

Co-ordinates and arranges interviewing, testing and hiring of staff.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety the Accessibility for Ontarians with Disabilities Act and other applicable legislation.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office, facility rental and reception experience related to duties listed above normally acquired through a combination of administrative courses and relevant work experience.
2. Willingness to pursue or already possess a Facility Management designation and/or other specialized facilities technology training.
3. Must have superior organizational skills with demonstrated accuracy, speed and attention to detail in the preparation of written communications.
4. Working knowledge of Microsoft Office programs including Microsoft Outlook and Word. Intermediate knowledge of Microsoft Excel with experience creating and manipulating data in Excel spreadsheets is required. Working knowledge of PeopleSoft an asset.
5. Previous experience using an automated booking system such as Eventis, CLASS or similar.
6. Good working knowledge of Virtual Office collaboration tools such as Cisco Webex, Microsoft MS Teams.
7. Demonstrated ability to work with figures and balance transactions in a deadline oriented environment.
8. Excellent team working and collaborative skills including demonstrated history of exceling in fast paced multi-tasking environment. Proven history of excellent interpersonal skills including tact and diplomacy.
9. Excellent decision making, troubleshooting and problem solving skills in a fast paced environment
10. Ability to excel in a performance managed group driven by requirements for meeting key performance

targets including working within set service level standards. Excellent prioritization skills necessary.

- 11. Knowledge/experience in the areas of Licence or Lease agreement administration, Service Level Agreements, cost recovery formulas/analysis and general budgeting principles are preferred.
- 12. Knowledge/experience in performing purchasing and contract management functions including preparing purchase requisitions, monitoring and tracking purchase orders, following up on invoicing issues and ensuring terms of contracts are adhered to including reporting Purchase Orders and replenishing funds as directed by management.
- 13. Sports background would be asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
