

The Town of Cobourg is seeking a fulltime Client Services Coordinator on a temporary (6month) contract within the Economic Development Department. This position will provide client services, technical and administrative tasks to both Venture13 and the Town of Cobourg Economic Development Department. Responsibilities will include facility bookings, monitoring of audio/video and Wi-Fi systems and providing superior customer services to V13 tenants and short-term rental clients. In addition to the hands on nature of this role this position will also be responsible for programming and marketing activities within the Venture13 Innovation and Entrepreneurship Centre.

The primary duties of this position include the following:

- Provide client services and administrative support to V13 and the Economic Development Department.
- Provide onboarding assistance to VentureZone business start-ups including tours for prospective users.
- Maintain computerized and hard copy filing systems.
- Act as the central booking agent for V13 tenants and clients maintaining the booking software program. Complete full set-up and take down of tables/chairs and room set-ups and liaise with both security and maintenance contractors as required.  
Act as MC for events (welcome guests, setup presenter, act as moderator if required, close out event).
- Identify programming topics or opportunities that are relevant to the Venture13 mandate and community.
- Pitch potential speakers/mentors/specialists on executing programming and “coordinate respective fees, if applicable.
- Develop marketing collateral & execute marketing campaigns.
- Capture performance data for reporting (analytics, media coverage, testimonials).
- Coordinate campaigns for program events with the Town’s Communications Department and Venture 13 Anchor Tenants, Partners and staff.
- Assign and renew Wi-Fi passcodes for users and provide security key fobs for tenants/guests as directed by the Manager of Economic Development.
- Assist tenants and facility renters with audio/video & IT support as required.
- Under the direction of the Manager, Economic Development, maintain web pages
- Create, monitor and maintain engaging promotional and informational content on all social media platforms.
- Create visual assets for print in Town of Cobourg Ad Block.  
Ensure web-based platform is up to date and active at all times across all content, calendar, booking and payment systems.
- Under the direction of the Manager of Economic Development, maintain content for communal TV’s and reception kiosk.
- Coordinate meetings, seminars, receptions and functions, preparing minutes and agendas for meetings as required.
- Provide input to Manager into yearly budget preparations and operating plans.
- Other duties as assigned.

The successful candidate will possess the following:

Post-secondary education (degree or diploma) in marketing, business administration, or related education and experience.

- Minimum of one (1) year related experience.
- Experience in marketing/communications.
- Exceptional client services, interpersonal and communications skills, both oral and written are required.
- Tact, diplomacy, creativity and excellent organizational abilities.
- Intermediate technical skills in setting up computer presentations, microphones and basic IT support.
- Experience with Microsoft Office Programs including Word, Excel, and PowerPoint.
- The ability to regularly lift, push/pull and/or move tables and chairs up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Preference will be given to candidates who have:

- Experience with Customer Relationship Management (CRM) software.

### **WORKING CONDITIONS AND HOURS OF WORK:**

This position will work 35 hours per week and is required to work a flexible schedule including evenings and weekends as required.

### **WAGE:**

The position sits on Grade 5 of Schedule B - Inside Workers of the Collective Agreement. The starting wage is \$ 26.68/hr. which will increase every six months as per the collective agreement until it reaches job rate of \$33.35/hr. after twenty-four (24) months.

Interested applicants should forward a PDF copy of their cover letter and resume (one document) in confidence to the attention of the Human Resources Department at [humanresources@cobourg.ca](mailto:humanresources@cobourg.ca) no later than **March 17, 2025 at 4:00pm**. We thank all applicants however only those selected for an interview will receive a response.

**In accordance with the Municipal Freedom of Information and Protection Privacy Act, the information gathered is collected pursuant to the Municipal Act, 2001, as amended. The Town of Cobourg is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.**