



# The Corporation of the Town of Cobourg

## PROGRAMS AND OPERATIONS ASSISTANT, VENTURE13 PERMANENT FULL-TIME POSITION

### Basic Function:

The Corporation of the Town of Cobourg has an opening for a permanent full time Programs and Operations Assistant, Venture13 in the Economic Development Department.

As part of the Economic Development Department this position will take a hands-on role of assisting the Programs & Operations Coordinator with the day-to-day operations of Venture13 by providing client services, technical and administrative support.

### Responsibilities:

1. Client Services:
  - Provide client services and support to all visitors and tenants of Venture13
  - Act as the central booking agent for V13 tenants and clients maintaining the booking software program. This includes identifying and responding to client needs for bookings including audio/video equipment, supplies, furniture, etc.
  - Ensure proper room set-up and take down for events/bookings
  - Ensure facility is clean, organized and has required supplies and equipment
  - Liaise with both security and maintenance contractors to ensure the smooth running of the Centre
  - Provide onboarding assistance to Northumberland CFDC business start-ups
  - Provide tours of the Centre for prospective users
  - Provide back-up support to Economic Development in absence of the Small Business Facilitator
  
2. Administration:
  - Provide administrative support to the Economic Development Department.
  - Maintain content for communal TV's and reception kiosk
  - Coordinate meetings, seminars, receptions and functions including the V13 Board of Partner meeting
  - Prepare minutes and agendas for meetings as required
  - Maintain computerized and hard copy filing systems
  
3. Technical:
  - Assign and renew Wi-Fi passcodes for users and provide security key fobs for tenants/guests as directed
  - Assist tenants and facility renters with audio/video & IT support as required
  - Under the direction of the Programs & Operations Coordinator, maintain V13 Town of Cobourg landing page



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## **Working Conditions and Hours of Work:**

The employee must be able to regularly lift, push/pull and/or move tables and chairs up to 25 pounds.

This position is a full-time 35 hours a week, position governed by the Town's collective agreement with CUPE Local 25. Required to work a flexible schedule including evenings and weekends.

## **Education/Experience/Skills Training:**

- Diploma in Business Administration or related education and experience
- 6 months to 1 year customer service/office administration experience
- Superior client services skills to meet expected service levels
- Exceptional interpersonal and communications skills, both oral and written
- Possess tact, diplomacy, creativity and excellent organizational abilities
- Intermediate technical skills in setting up computer presentations, microphones and basic IT support
- Experience using Customer Relationship Management (CRM) software would be an asset
- Experience with Microsoft Office Programs including Word, Excel, ACCESS and PowerPoint

The wage scale for this position is Grade 3C – Inside worker: \$21.29-\$26.61.

Interested applicants should forward their resume in confidence [no later than October 25, 2018 by 4:30pm](#) to the attention of:

## **Human Resources Department**

Corporation of the Town of Cobourg

55 King Street West

Cobourg, ON K9A 2M2

Email: [careers@cobourg.ca](mailto:careers@cobourg.ca)

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.