

The Town of Cobourg is seeking a part-time Client Service Coordinator in the Economic Development Department!

Under the direction of the Manager, Economic Development, these positions are responsible for providing client services, programming coordination, marketing support, technical assistance, and administrative functions for both the Venture13 Innovation and Entrepreneurship Centre and the Town of Cobourg Economic Development Department. The role supports entrepreneurship, business growth, and local economic development while working collaboratively with internal departments, external partners, and stakeholders.

This position will primarily work 8:30-2:30 Monday to Thursday, however individuals may occasionally be required to work extended hours for events.

The primary duties of this position include but are not limited to the following:

- Provide client services and administrative support to Venture13 and the Economic Development Department, ensuring a high level of customer service for tenants, clients, and stakeholders.
- Support onboarding for VentureZone business startups, including conducting tours for prospective users and assisting with orientation processes.
- Maintain both computerized and hard copy filing systems in an organized and accessible manner.
- Coordinate and manage facility bookings for Venture13 tenants and clients, including maintaining booking software, completing room set-ups and tear-downs, and liaising with security and maintenance contractors as required.
- Act as Master of Ceremonies for events, including welcoming guests, introducing presenters, moderating sessions when required, and closing events.
- Identify program development opportunities by researching community and business needs, assessing programming gaps, and supporting the development and refinement of initiatives aligned with Venture13's mandate and municipal priorities.
- Coordinate the delivery of approved programming such as workshops, networking events, training sessions, and partner-led initiatives that support entrepreneurship, innovation, and economic development.
- Liaise with and coordinate external speakers, mentors, and specialists, including negotiating and administering associated fees where applicable.
- Develop and implement marketing collateral and campaigns to promote programming, services, and initiatives.
- Capture and report on performance metrics including analytics, media coverage, and participant feedback to support continuous improvement and reporting.
- Assign and manage Wi-Fi access and security key fobs for tenants and users as directed.
- Provide basic technical support, including audio/visual and IT assistance, to tenants and facility renters.

- In coordination with the Communications Department, create, monitor, and maintain engaging promotional and informational content across web platforms and social media channels.
- Ensure all web-based systems, including content, calendars, booking, and payment platforms, are current and function effectively.
- Develop visual assets for print and digital use, including municipal advertising placements and on-site displays such as communal TVs and reception kiosks.
- Coordinate meetings, seminars, receptions, and events, including preparing agendas and minutes where required.
- Provide support to the Manager in the preparation of annual budgets and operating plans.
- Respond to inquiries from clients, stakeholders, and the public in a professional and timely manner.
- Perform other related duties as assigned.

EDUCATION/EXPERIENCE/SKILLS:

The successful candidate will possess post-secondary education (degree or diploma) in marketing, business administration, or a combination of related education and experience. They must also possess exceptional client services, interpersonal and communications skills. Experience with Customer Relationship Management (CRM) software is preferred. The successful candidate must possess tact, diplomacy, creativity and excellent organizational abilities. Intermediate technical skills in setting up computer presentations, microphones and basic IT support are required. Candidates must possess experience with Microsoft Office programs including Word, Excel, and PowerPoint.

The successful candidate must obtain a Satisfactory Criminal Background Check upon employment. Valid First Aid and CPR are required or be willing to obtain within 60 days of hire.

WAGE:

The wage scale for this position is Grade 5 (\$28.65/hr-\$35.81/hr) as per Schedule B of the Collective Agreement for Inside Workers.

*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 by **July 2, 2026, at 4:00PM**. Internal applicant deadline is June 18, 2026 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



Job Posting 26-25

Client Services Coordinator

Resources if you require accommodation.