

## **Conference Staff**

**Location: The Ryerson Student Centre**

**Posting Date: March 15, 2022**

**Reporting to: Lead Hand Conference & Conference Services Manager**

---

The Ryerson Student Centre (SCC) is looking to hire part-time Conference Staff.

As a member of the Ryerson Student Centre team, you will conduct yourself with integrity, and are committed to providing the best possible customer service to Ryerson students, staff, faculty and external clients.

### **Job Description**

- Ensure that the needs of students, investors, student unions and organizations, external and internal clients are met during catered and non-catered events
- Ensuring that guests have a positive and memorable experience every time they visit the facility
- Prepare all catering supplies needed for events
- Set-up and tear-down of rooms for events
- Ensure that all rooms are set-up properly according to all checklists and procedures set out in the Ryerson Student Centre Employee Policy Manual and it's subsections within the Conference Manual
- Ensure all student group and student union events receive all their requests as scheduled on the Event Management Software's (EMS) daily event sheets in a punctual and timely manner
- Assist with the catering, delivering food, bussing and replenishing tableware during events in a timely manner
- Ensure that event rooms are constantly monitored
- Assist with client requests during the events and provide outstanding service at all times
- Polishing glassware, tableware and maintaining the cleanliness of all service products within the Conferencing Department
- Ensure all areas in The Ryerson Student Centre (storage areas, courtyard and lounge areas, hallways, linen and glass room, audio/visual room) are maintained according to the Ryerson Student Centre Employee Policy Manual and its subsections within the Conference Manual
- Ensure that all furniture in the Ryerson Student Centre is set according to all floor and furniture layout maps
- Ensure conference equipment is never left unattended
- Ensures the that all equipment rented by clients is returned and accounted for in accordance with established policies
- Ensure that proper care is always taken during your shift to avoid damaging any part of The Ryerson Student Centre, and should damage occur, that it is reported to Management or a Conference Lead Hand
- Ensure that all Conference items are returned to their storage or designated areas

**Requirements/Qualifications:**

- Able to work early morning and late evening shifts (available as early as 7AM and available for evening shifts up until 1AM to set up for the next days' events)
- Professional appearance and demeanor
- Ability to work effectively under pressure
- Multi-tasking abilities
- Ability to anticipate and solve problems
- Smart-Serve certified
- Able to work 15-24 hours/week
- Banquet or Conference experience
- Familiarity with the Ryerson community
- Demonstrated understanding of the dynamics of an urban, post-secondary institution
- Sensitivity to diverse needs and respect of differences
- Excellent communication, both verbal and written
- Superior attention to detail
- Positive and friendly attitude
- Responds well to direction and follows-up with assigned tasks and projects
- Takes initiative and demonstrates resourcefulness with regards to problem-solving
- Demonstrates excellent judgment and conflict resolution skills

**Equity Statement:**

The SCC aims to achieve and maintain a representative workforce for all employees by actively seeking to attract individuals of diverse backgrounds while affirmatively addressing the historic under-representation of marginalized communities, including but not limited to, Indigenous peoples, Black people, people living with disabilities, racialized people, LGBTQ+ people and women.

**Persons with Disabilities:**

Persons with disabilities are encouraged to come forward at any stage of the recruitment process to request accommodations, if needed. Members of our team will consult and create processes that provide individuals with disabilities the best possible recruitment experience.

**COVID-19 Vaccination:**

We are committed to the health and safety of our staff and our customers. Employees are required to provide proof of a full course of vaccinations against COVID-19. Applying: We thank all who apply, however only qualified candidates will be contacted for an interview. Please submit resume and cover letter (One document in Word or PDF Format) with heading Conference Staff Spring 2022 to [jobs@ryersonstudentcentre.ca](mailto:jobs@ryersonstudentcentre.ca) No phone calls please.