



Program Coordinator, The Orchards Residents Association

The Company

The Orchards Residents Association (ORA) is a not-for-profit corporation whose purpose is to manage, maintain and operate The Orchards amenities. The ORA owns, operates and maintains decorative corners throughout the community, including the Orchards 12, 000 square foot recreation facility that is situated on an 8-acre park. The building includes a banquet hall, offices, kitchen, and 3 multi-purpose rooms, skate change room and lease space. The park features; a playground, tennis courts, NHL Outdoor Hockey Rink, Picnic and BBQ areas, toboggan hill, green space, spray park and a pleasure rink.

Position Summary

Reporting to the General Manager, The Orchards Residents Association, the Program Coordinator will be responsible for managing the daily programs, events and bookings of the Orchards Residents Association.

Key Responsibilities

Without limiting the generality of the foregoing the Program Coordinator will be responsible for the following;

- Cultivate a culture of exceptional customer service.
- Assisting with the preparation and monitoring of the operating budget relating to programs and events
- Organizing the drop in schedules, programs and rentals.
- Promoting and marketing all programs and events
- Monitoring community groups and competing organizations to best utilize and implement programs and events.
- Continually research new programs, seminars and activities that would be of interest to the residents
- Continually researching the competition and ensuring our pricing is comparable.
- Develop and maintain a sponsorship program. Solicit new sponsorship opportunities in the community
- Write, edit and produce quarterly calendars/brochures of programs, events and activities.
- Reviewing and confirming invoices for payment
- Creating various policy and procedure manuals related to programs and events
- Preparing reports
- Maintain the connect website, Facebook and Twitter with current and relevant information
- Reviewing and managing safety program related to events and programs
- Ensure that program instructors, volunteers, program leaders and Customer Service Representatives have received proper orientation of the RA safety program



- Front of line service for all the resident's needs.
- Maintaining accurate, detailed records of event details for historical data
- Developing strategies and action plans for successful program options.
- Planning, organizing, and supervising a wide range of programs, events and activities. (paid programs/events and free programs/events)
- Recruitment, scheduling, supervision and training of program instructors, volunteers, program leaders and Customer Service Representatives
- Enforcing rules and regulations of the park and amenities
- Ensure there is sufficient equipment and space for programs and purchasing equipment within approved limits
- Support to the General Manager and CSR's including customer support as required
- Providing exceptional customer service and lead employees by example.
- Providing leadership and training to instructors, volunteers, program leaders and Customer Service Representatives
- Supervising and scheduling instructors, volunteers, program leaders and Customer Service Representatives
- Ensuring all ORA instructors, volunteers and program leaders are educated in work place safety and are working in a safe manner, adhering to OH&S standards and all of ORA's safety policies and procedures

Qualifications

- Education in marketing and/or significant event management experience
- Experience with organizing and managing numerous programs
- Excellent Customer Service Skills
- Excellent organizational, leadership, training, and time management skills
- Good oral and written communication skills and basic computer skills
- Problem solving, negotiations, and conflict resolution skills
- Able to work independently or as part of a team
- CPR & First Aid Certification
- Valid call 5 Driver's License with a clean driver's abstract
- Satisfactory criminal background check

Hours of Work

- Shifts include evening, weekends, and Statutory Holidays. The following description does not include any unforeseen circumstances that require extra attention.

Apply Now

Salary will commensurate with qualifications and experience and includes a comprehensive benefits package.



This is an exciting opportunity to be instrumental in the operations of new, unique, and exclusive parks and facilities with exceptional amenities. If you meet or exceed the qualification requirements, please forward your cover letter and resume (including salary expectations) to:

Triona Cosgrave, Manager Residents Associations Edmonton, Brookfield Residential

204, 4212 Gateway Blvd NW

Edmonton, AB T6J 7K1

Email: Edmonton.RA@brookfieldrp.com

Closing Date: June 2nd 2017