



## Events Coordinator

### About Us

Highland Pines is one of the finest seasonal and overnight campgrounds in Ontario, offering seasonal camping for trailers, overnight RV camping, as well as lakeside cabin rentals. Located on the shores of scenic Lake Belwood, outside Fergus, our campgrounds are easily accessible from anywhere in the GTA. We offer world-class facilities and amenities for over 800 campsites located on 350 acres of land.

### Job Summary

The **Events Coordinator**, under the direction of the **Front Office Manager/Assistant Office Manager**, will primarily be responsible for hosting park activities and events, interacting with all campers and guests with a genuine attitude, providing exceptional customer experience at all times. The event coordinator will also provide support in all aspects of planning and execution of all park events and activities. This role will also be continually aware of, and maintain, the highest standards of professionalism by following company policies, dress code and/or wearing the company uniform.

### Summary of Responsibilities

- Provides superior customer experience to both internal and external customers.
- Ensuring inter-departmental communication and cooperation in the interest of superior guest experience. Confer and cooperate with other departments to coordinate park activities and events
- Develop and maintain positive working relationships with others.
- Adhere to all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures
- Comply with quality assurance expectations and standards.
- Being knowledgeable of information on the park and surrounding area
- Responding to guest inquiries regarding policies (ie. License of Occupation), park events, park activities, and general information accurately and in a timely manner
- Prepare Monthly and Weekly Event Summary. Send out operation notes to other departments ie. Maintenance, Security
- Assist with set up and tear down of events
- Host and manage children and adult activities
- Execute park events and activities
- Publish Highland Pines monthly newsletter
- Ensuring the safety and well-being of our guests and co-workers by maintaining a knowledge of crisis and emergency procedures
- Working shifts, availability on weekends and holidays
- Perform other reasonable job duties as requested by Supervisors and Managers.

### Requirements and Qualifications

- Complete and pass a Criminal Background Check
- Previous experience in events role an asset
- Experience in Microsoft Office – Word and Excel

- Ability to effectively communicate both verbally and in writing
- Ability to work individually as well as part of a team
- Exceptional problem solving and guest recovery
- Must be a self-motivated and well-organized individual
- Professional appearance and manner

### **Competencies**

- Client/Customer Focus
- Communication
- Professionalism
- Teamwork

### **Work Conditions**

- Flexible hours including nights, must be willing to work all weekends and all holidays during the season
- Interaction with customers/clients, and the public at large
- Constant standing and walking throughout shift

Highland Pines Campground offers competitive compensation and career advancement opportunities.

Highland Pines Campground strives to ensure that our employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, Highland Pines Campground will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.

Qualified applicants should contact **Human Resources** at [jobs@highlandpines.com](mailto:jobs@highlandpines.com)

For more information, please visit our website at [www.highlandpines.com](http://www.highlandpines.com)