

About Informa Connect

[Informa Connect](#) delivers in-person and virtual events and training, online communities, digital content and marketing services for the Art, Craft, Design, Pop Culture, Construction and Real Estate industries in Canada along with many other specialist markets globally. We are a live event and digital content creator connecting brands and customers with knowledge, ideas, and opportunities.

Job Description

The Operations Coordinator will work with the Senior Operations Manager and Operations Coordinator to plan and execute all event logistics ensuring achievement of deadlines, compliance with health and safety regulations, budget control and high levels of customer satisfaction.

Main Responsibilities:

Pre-Event Coordination

- Liaise with partners (service providers, exhibitors, sponsors and other key stakeholders)
- Develop operational plans that ensure effective and efficient service for all stakeholders
- Source suppliers, services and products adhering to established event budgets
- Produce and maintain accuracy of vendor work orders (eg. signage, floorplans and room layouts, power and rigging, receptions, rentals)
- Update and maintain health & safety, emergency preparedness and risk plans
- Produce and organize event materials (eg. update annual documents, collect forms, create CRM reports)
- Serve as customer service contact for exhibitors – post sale
- Draft and schedule emails and communications for exhibitors, contribute to the creating, updating and editing various exhibitor guidance resources and move in and out marshaling plans
- Recruit and coordinate volunteers and interns
- Assist to embed sustainability into every event in line with Informa's FasterForward approach
- Attend event planning meetings, presenting clear and concise updates on the event milestones, identifying, and addressing any impacts to the event, and proposed solutions
- Cultivate strong relationship with the Sales team to provide clear guidance on the opportunities and limitations at events
- Perform general operations-related administrative duties

Week-of-Event Responsibilities

- Attend the event; move in, event days and move out (ranges from 7 - 15 days per event)
- Be the main point of contact for printers, rental companies, power and lighting supplier, and various deliveries during the event
- Assist with temporary staffing and event volunteer programs
- Support all onsite operations and logistics
- Coordinate and ensure adherence to health & safety and Informa's AllSecure standards
- Consistently interact with stakeholders with the utmost professionalism and respect

Post-Event Administration

- Follow a centralized accounting and department process for submitting and tracking supplier invoices for timely payment
- Participate in reviewing and improving operations processes for future events

- Update inventory (office supplies and warehouse décor items)
- Review sustainability reporting and workbooks

Other Projects & Responsibilities

- Delivery and coordination of digital products as needed eg. custom webinars
 - Support 356 digital communities on various virtual platforms (eg. Swapcard, ConnectMe)
 - Collaborate on development of event policies
 - Participate in company training and best practice programs
 - Research projects as needed
 - Travel as requested to conferences, vendors, tradeshow, etc.
 - Use designated software and tools for record keeping and event management
 - Perform other duties as assigned
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- **Key Qualifications**
 - 3-4 years' experience working in event management or in a fast paced, deadline-oriented business
 - Post-secondary education in event management an asset
 - Strong interpersonal skills & customer service oriented
 - Proficient spoken and written English; French an asset
 - Excellent organizational skills and attention to detail, with the ability to prioritize and manage assignments and workload under tight timelines and competing deadlines
 - Ability to work some evenings and weekends, especially when executing Events
 - Ability to exercise flexibility, initiative, good judgement, and discretion
 - Adaptable in dealing with continuing change
 - Possess a natural curiosity that leads to discovery of innovative ways of approaching your work
 - Considerable experience with using Microsoft Office (eg. Word, Excel, PowerPoint, Outlook)
 - Experience with Adobe Creative Suite (Photoshop, InDesign, Illustrator) an asset
 - Ability/desire to learn new software/platforms quickly
 - Experience with website content management (html, CSS) an asset
 - Possess physical strength and stamina to occasionally pack and lift boxes and items as heavy as 40 lbs. (18 kg)

Our Benefits

- 10 vacation days, 8 personal days, and your Birthday off
- Up to 4 days for volunteering opportunities per year
- Health and wellness benefits package after one month of continuous employment
- Retirement plan with company match scheme after six months of continuous employment
- Ongoing professional development via access to LinkedIn Learning and other training opportunities
- Hybrid working approach (a mix of remote and office working)

Equity, Diversity and Inclusion

If you're excited about this role but have different working experience from what is listed above, please go ahead and apply. You could be just what we need! We believe strongly in the value of diversity and creating supportive, inclusive environments where our colleagues can succeed.

As such, Informa is proud to be an Equal Opportunity Employer. We do not discriminate on the basis of race, colour, ancestry, national origin, religion, or religious creed, mental or physical disability, medical condition, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other protected characteristics under federal, provincial or local law.

Accessibility Accommodation

Informa welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the recruitment process in accordance with the Employment Standards Act, Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Please submit your request to the Human Resources department via our recruiting system and we will work with you to determine how we can best meet your needs.

Application Submission

Please submit a cover letter along with your resume at <https://informacanada.bamboohr.com/jobs/view.php?id=208> .

We sincerely thank all applicants for their interest in this opportunity and will be in touch with those whose qualifications and experience we believe will be a good fit for this role.