

Current Opportunity	Event Manager
Job Classification	Full-Time
Department	Event Co-ordination
Salary Range	\$82,000 - 97,000



About the Convention Centre

Located in the heart of downtown Toronto, the Metro Toronto Convention Centre (MTCC) is Canada's most successful convention and trade show facility. The MTCC welcomes approximately 1 million visitors each year, hosting a variety of events from meetings and conventions to public shows and galas. The Centre is an economic driver, a proud supporter of our community, and a meeting place where meaningful connections are made. Beyond helping planners create successful events, we believe that "Our People are the Centre." Our talented team is our greatest strength, and we offer a corporate culture that values work-life balance, great benefits, professional development, wellness, and fun.

Want to take a look behind the scenes? Visit our employee Instagram page: [@lifeatmtcc](https://www.instagram.com/lifeatmtcc)

Job Description

Reporting to the Director, Event Coordination, an opening has become available for an Event Manager within the Event Coordination department. The successful candidate is an experienced event planning professional who will manage and coordinate all aspects of assigned conventions, trade/consumer shows and events, including planning, on-site execution and post event follow up. The successful candidate is a client focused, team-oriented event visionary, with a commitment to planning successful events.

Job Responsibilities

Coordination:

- Manage a portfolio of events, serving as the primary logistics contact to plan and execute all aspects of conventions, trade/public shows, and special events in collaboration with valued clients.
- Organize and lead pre-planning meetings and site inspections with clients to ensure thorough preparation prior to event dates.
- Provide expert guidance to clients on the optimal and efficient use of facility space, including pre-function and common areas.
- Prepare comprehensive client and internal documentation outlining event specifications, including move-in/out schedules, room setups, internet needs, security planning, floorplan approvals, audiovisual requirements, cleaning services, and invoicing.
- Offer on-site support, supervision, and continuous communication with clients and internal departments to ensure successful event execution.
- Collect and reconcile all incidental charges, process final payments, and review post-event invoices.
- Manage event budgets, including forecasting and post-event reconciliation.
- Lead pre- and post-event meetings with clients, internal departments, and contractors to ensure seamless coordination.
- Accurately document and communicate all event details using event management software, ensuring all relevant parties are informed.
- Build and maintain strong relationships with clients and suppliers to deliver exceptional service and ensure satisfaction.
- Actively promote and upsell MTCC services and its official and exclusive suppliers.
- Coordinate with internal teams and external vendors to ensure alignment and timely delivery of event logistics.
- Ensure all necessary details are communicated effectively to internal departments for flawless event execution.

Leadership:

- Provide guidance and mentorship to Event Coordinators, overseeing their workflow and ensuring smooth operations.
- Assist in facilitating biweekly departmental meetings to maintain open communication and address operational needs.
- Resolve client issues as they arise, ensuring high levels of customer satisfaction.
- Implement and uphold organizational policies and procedures related to event operations.

- Promote and ensure compliance with health and safety regulations in alignment with provincial policies and guidelines.
- Support fellow Event and Meeting Managers with event preparation and execution as required.

Job Qualifications

- Minimum 5-8 years progressive experience in event management at a convention facility, hotel or similar setting
- CMP, CEM or other industry designation preferred
- Demonstrated experience in managing a wide range of events, from corporate meetings to large-scale conventions and trade/public shows.
- Strong skills in building and maintaining relationships with clients, suppliers, and internal stakeholders.
- Proven ability to manage event budgets, forecast costs, and financial reconciliation.
- Customer service excellence
- Excellent written and verbal communication skills to liaise with clients, suppliers, and internal teams professionally and in a concise manner.
- Advanced skills in Microsoft Office Suite (Teams, Word, Excel, PowerPoint); experience with event management software is a plus.
- Ability to work non-standard hours, including early mornings, weekends and evenings, based on event requirements.
- Proven ability to troubleshoot issues that may arise under time sensitive conditions
- Experience in managing all event specifications and accurately communicating them across different forms of communication
- Demonstrate the ability to work in a team environment, prioritize workloads, multi-task, attentive to details and meet deadlines

Why Join us?

At Metro Toronto Convention Centre, we believe in investing in our people and creating a supportive, engaging workplace. As part of our team, you'll be part of a collaborative, people-first culture and enjoy a variety of benefits designed to help you grow, succeed, and feel appreciated:

- Ongoing Training & Development – Grow your skills and explore new opportunities through learning and cross-training across departments
- Employee Events – Participate in engaging programs and events like our Annual Gala, Summer Fest, Service Awards and multicultural celebrations
- On-Site Perks – Enjoy meals provided at our Employee Hub and access to exclusive promotions

- Employee Recognition Platform – Be recognized and appreciated for your contributions by peers and management
- Volunteer Opportunities – Make an impact in the community through company-supported initiatives
- Employee Assistance Program (EAP) – Get confidential support for your personal and professional well-being
- Interactive Workshops – Connect, learn, and stay inspired with practical, engaging sessions

Interested applicants are asked to submit their application online below:

[Click to Submit Application](#)

Please note: The Metro Toronto Convention Centre is proud to provide employment accommodation during the recruitment process. During any stage of the recruitment process, applicants have the right to request accommodation.