

## POSITION DESCRIPTION

|                       |                           |                 |         |
|-----------------------|---------------------------|-----------------|---------|
| <b>Position Title</b> | Events Manager            | <b>Location</b> | Toronto |
| <b>Department</b>     | Events                    |                 |         |
| <b>Reports To</b>     | Director, National Events |                 |         |
| <b>Type</b>           | Full-time, Permanent      |                 |         |

### About Restaurants Canada

Restaurants Canada is a national, not-for-profit association representing Canada's dynamic and diverse foodservice industry. Our members are the heart of communities across the country—from local independents to national chains. We champion their success through advocacy, research and connection.

### Position Summary

Reporting to the Director, National Events, the Events Manager is responsible for planning, coordinating, and delivering Restaurants Canada's national trade show and other events throughout the year. This role acts as the operational lead across the full event lifecycle, from planning and budgeting through onsite execution, post-event reconciliation, reporting, and continuous improvement.

The successful candidate will be highly organized, calm under pressure, and experienced in managing complex event logistics, exhibitors, vendors, registration systems, budgets, and stakeholder relationships. They will help ensure every event is delivered professionally, safely, on time, on budget, and with a strong attendee, exhibitor, sponsor, and partner experience.

### Position Scope

- Manages the day-to-day planning, logistics, budgets, execution, and reporting for Restaurants Canada's annual national trade show and additional events throughout the year.
- Acts as the primary operational contact for exhibitors, attendees, sponsors, stakeholders, suppliers, contractors, venues, and internal teams.
- Supports events of varying size and complexity, including trade shows, conferences, education sessions, receptions, networking events, activations, competitions, pavilions, and special projects.
- Works cross-functionally with marketing, sales, programming, registration, finance, operations, and leadership to ensure events are delivered consistently and professionally.
- Maintains operational standards, timelines, documentation, risk controls, and service expectations across all event activities.
- Provides onsite event support, including extended hours, evenings, weekends, and travel when required during event periods.

### Key Accountabilities

- Lead detailed event planning and execution for trade shows, conferences, member events, partner events, networking functions, activations, competitions, pavilions, stages, and other special events.

- Develop and manage event workplans, production schedules, run-of-show documents, critical paths, task lists, and internal timelines to ensure all milestones are met.
- Manage event budgets by reviewing vendor quotes and invoices, monitoring budget-to-actual performance, identifying cost risks or savings opportunities, and completing post-event reconciliation in partnership with Finance and the Director, National Events.
- Coordinate venue logistics, floor plans, supplier requirements, food and beverage, audiovisual, signage, equipment, freight, storage, move-in, show days, and move-out activities.
- Oversee event platforms, registration systems, exhibitor modules, mobile apps, attendee communications, and CRM or data integrations as required.
- Manage attendee registration, ticketing, capacity planning, VIP allocations, badge processes, onsite check-in, and registration issue resolution.
- Coordinate exhibitor applications, booth assignments, service communications, operational deadlines, onsite support, volunteer coordination and exhibitor experience from onboarding through post-event follow-up.
- Support sponsor, partner, and stakeholder deliverables by coordinating logistics, recognition requirements, onsite needs, and timely communication with internal teams.
- Source, coordinate, and manage vendors, suppliers, contractors, volunteers, and platform support teams, including quotes, scopes of work, timelines, service standards, and onsite deliverables.
- Coordinate hotel blocks, travel logistics, transportation planning, staff schedules, volunteer recruitment, volunteer scheduling, and onsite team briefings.
- Work cross-functionally with marketing, sales, programming, registration, finance, operations, and leadership teams to ensure event plans, communications, and deliverables are aligned.
- Monitor and resolve operational risks, attendee service issues, exhibitor concerns, vendor escalations, onsite incidents, and urgent requests in a timely and professional manner.
- Support health, safety, accessibility, insurance, permitting, venue, contractor, and compliance requirements related to event delivery.
- Maintain event documentation, standard operating procedures, contact lists, schedules, reporting tools, KPIs, post-event surveys, and debrief materials.
- Evaluate event results, identify lessons learned, recommend process improvements, and support stronger operational efficiency, cost control, and stakeholder experience year over year.

#### **Required Skills and Experience**

- Minimum five years of progressive experience in event management, trade shows, conferences, live events, corporate events, or event operations.
- Demonstrated experience managing event logistics, production schedules, onsite operations, vendor coordination, and post-event follow-up.
- Strong knowledge of exhibitor management, booth assignments, show services, floor plans, service manuals, move-in and move-out planning, and exhibitor communications.
- Experience with registration systems, ticketing, badge processes, attendee data, VIP allocations, capacity planning, and onsite registration support.

- Experience managing event budgets, vendor quotes, purchase orders, invoices, expense tracking, cost controls, and reconciliation processes.
- Proven ability to manage vendors, suppliers, venues, contractors, sponsors, volunteers, partners, and internal stakeholders with professionalism and clarity.
- Strong project management skills, including the ability to develop timelines, manage competing priorities, meet deadlines, and keep multiple workstreams moving at the same time.
- Excellent written and verbal communication skills, with the ability to prepare clear instructions, event briefs, status updates, reports, and stakeholder communications.
- Strong problem-solving, judgment, and decision-making skills, especially in fast-paced onsite environments.
- High attention to detail, accuracy, follow-through, and commitment to delivering a positive attendee, exhibitor, sponsor, and partner experience.
- Comfort using event platforms, CRM systems, registration tools, Microsoft Office, Google Workspace, and project management tools such as Monday.com.
- Ability to work flexible hours, including early mornings, evenings, weekends, extended onsite days, and occasional travel as required.

#### **Preferred Qualifications**

- Experience in hospitality, foodservice, association, trade show, or B2B event environments.
- Experience with large-scale trade shows, exhibitor operations, show production, show services, or convention centre environments.
- Post-secondary education or training in event management, hospitality, business, project management, communications, or a related field.
- Familiarity with accessibility, health and safety, risk management, permitting, insurance, and contractor coordination requirements for live events.

#### **Working Conditions**

Day-to-day work is performed in a normal office environment with limited risk. During trade show move-in, show days, and move-out, the role is performed onsite in an active event environment with increased exposure to operational risks, including noise, freight movement, equipment, temporary structures, high-traffic areas, and time-sensitive operational demands. The employee is expected to follow all venue, contractor, and health and safety procedures and escalate risks or unsafe conditions promptly.

Hybrid work environment with two (2) days work from home (Monday, Friday) and three (3) days per week in-office (Tuesday, Wednesday, Thursday); flexibility may be required based on operational need. During events, work will involve extended hours, evening/weekend work, travel and may involve walking or standing for long periods of time. Restaurants Canada's hybrid work environment is subject to regular reviews and could change.

Restaurants Canada is committed to fostering an inclusive, accessible, and equitable workplace that reflects the diversity of the communities and industry we serve. We welcome applications from candidates of all backgrounds, identities, and experiences, and are committed to providing

accommodation throughout the recruitment process in accordance with applicable accessibility legislation.

**Salary range: \$82,644 – \$92,974 per year (CAD), based on experience and qualifications.**

Interested applicants should submit their resume to Julie Pike at [jpik@restaurantscanada.org](mailto:jpik@restaurantscanada.org)

We thank all applicants, however, only those selected for an interview will be contacted.