

Guest Services Coordinator

JOB DESCRIPTION – Guest Services Coordinator

The Accelerator Centre requires a dynamic and energetic person who loves to help people to fill an exciting position in a fast-paced entrepreneurial workspace. The ideal candidate must have excellent communication skills, be a master of multi-tasking and take on projects and initiatives without much guidance.

Reporting to the Manager, Operations and Administration, the **Guest Services Coordinator** is the “executive of first impressions” and the face of the AC to all clients, stakeholders and visitors. This position will play a critical role in ensuring that front reception, and our facilities (meeting rooms, common areas and client spaces) are maintained with a world-class approach and attitude. Other responsibilities include supporting events & one-many programming.

KEY RESPONSIBILITIES

Guest Services:

- Manage first impressions – provide reception support, greet guests, direct visitors and respond to client company needs and inquires.
- Assist clients, staff, and visitors with meeting room requests including, but not limited to; setting up calendar bookings, room availability, correcting booking conflicts, room transfers, A/V set up, food order delivery and set up.
- Maintain visitor management software and host list.
- Triage requests and provide direction or assistance for basic enquiries.
- Assist with internal/social committee activities, supporting community organizations and charitable opportunities.
- Be the Chief Everything Officer (CEO), find opportunity in every task and support the company and team.

Facility:

- Process mail, courier and packages for all resident companies and tenants. Notify external parties of their shipments.
- Route phone calls to corresponding parties including staff and clients.
- Maintain meeting rooms and common areas and manage all aspects of the networking area.
- Monitor and stock community supplies in the kitchen, meeting rooms and copier room.
- Manage vendor relationships with suppliers for janitorial, office supplies, security, IT and service providers to provide continual support for clients.
- Assist with events - communications, RSVP lists, food & beverage and technical needs as required.
- Order supplies for staff - office supplies, food & drinks, IT, ect.
- Troubleshoot photocopier, A/V, and IT issues for staff and clients.

Administrative:

- Assist with the administration of internal process and procedures.
- Assist with the management of client and stakeholder contact information.
- Manage and reconcile petty cash and complete bi-weekly cheque deposits.
- Assist with the organization of the electronic filing system.
-

DESIRED SKILLS & EXPERIENCE

- Post-secondary education or related experience in administration, reception, operations, or related disciplines
- Conducts business with a professional, upbeat attitude, leading by example with a positive team attitude in all aspects
- Strong commitment to providing exceptional customer experiences for clients, visitors and industry partners
- Clear verbal and written communication skills
- Assertive, confident and thrives under pressure
- Excellent organizational, trouble-shooting, and interpersonal skills