



**Job Title:** Senior Account Coordinator, Holiday Staffing Program

**Travel:** Approx. 30% of the role

**Position Reports To:** Senior Director, People & Culture

**Location:** 67 Mowat Ave (Liberty Village)

#### **Position Overview:**

The Concierge Club is renowned for our level of excellence, and our unique creative philosophy ensures we produce visions to epic levels. Our team energy orchestrates original celebrations nationwide that are both provocative and impact all senses; resulting in distinct experiences for every guest and client.

We are seeking an experienced employee to join our Staffing team and support on a major holiday in-mall program. The ideal candidate will be supporting our existing team with recruitment, onboarding, scheduling, training and payroll for our team of Brand Ambassadors and Promotional Models on this program and others. You possess a collaborative spirit that can work successfully alongside our Accounts team and an ability to multi-task, even when working on the road. In addition, having access to a vehicle, open availability and the ability to jump in on occasional weekend work is necessary for success in this role.

#### **Roles & Responsibilities:**

- Proactively supports Account Manager and client service team in day-to-day administration of account
- Works collaboratively with colleagues across the agency to meet client service needs
- Supports execution of ad campaigns to ensure projects and plans deliver against objectives and on time/budget
- Management of a staffing portion of a large holiday activation. Including the opportunity to coordinate event staff hiring, training, on-site supervision and admin duties for a territory.
- Opportunity to travel to major markets within Canada for recruitment and onboarding sessions
- Approving, confirmation and communication of event staff for shifts using an online portal, phone, texting & WhatsApp groups
- Monitoring event staff performance and development including offering direction and feedback
- Offering troubleshooting solutions to challenges that arise in the field or in office
- Manages logistics and sizing confirmation of company staff uniform process
- Coordinates and schedules internal meetings with in-office employees and updates and distribute weekly client status reports
- Records meeting notes and feedback from clients, and follows up with contact reports
- Administers part time staff financial administration and general understanding of company project ID's, estimates, purchase orders, and billing
- Provide support to the AM in the creation of project plans, critical paths, and managing timelines
- Working closely with cross-functional teams ranging from creative to digital solutions ensuring all timelines are being met
- Support financial project management and every element of the project lifecycle

To apply please email your resume to [recruitment@theconciergeclub.ca](mailto:recruitment@theconciergeclub.ca) with the job code “**STAFFING**” in the subject line. Only selected qualified candidates will be contacted for an in-person interview.