

Job Posting

Title: Events and Rentals Coordinator

Reports to: Operations Manager

Location: Ottawa, ON (Carp)

Employment Type: Indefinite, full-time with benefits (after probation period), three weeks' vacation and ten personal/sick days annually. Onsite, 37.5 hours/week Monday to Friday, including occasional evenings and weekends.

Compensation: \$19.70/hour – \$21.70/hour

Application Deadline: Friday, February 14, 2025, at 11:59 p.m. ET

ORGANIZATION DESCRIPTION

The Diefenbunker is Canada's most significant surviving Cold War artifact — it is an impressive four-storey underground facility that operated as the country's central communications headquarters during the Cold War, ready at any moment in case of a nuclear attack. Today, it is a one-of-a-kind museum and national historic site, telling stories of national and international importance and welcoming visitors from around the world.

POSITION SUMMARY

The Events and Rentals Coordinator is responsible for the coordination, planning, and execution of internal and external special events and facility rentals. Promoting the Diefenbunker Museum as a venue for private, corporate, and group functions, this position will facilitate event and rental bookings and implement the rental program, while meeting established revenue goals for this area of the organization. It requires handling numerous details for multiple events and rentals simultaneously in a fast-paced environment.

PRINCIPAL DUTIES & RESPONSIBILITIES

Event Planning:

- End-to-end management of internal scheduled events including our annual general meeting, annual fundraising event, board meetings, and special events;
- Plan and facilitate rental bookings including corporate receptions, business lunch meetings, dinners, film and photography bookings, private events, and weddings;
- Coordinate with clients and vendors to ensure food and beverage requirements are met;
- Work closely with the Operations Manager and Reservations and Administrative Coordinator to communicate details of events and rentals (logistics, staffing, activities);
- Attend events and rentals to facilitate and/or assist staff and event proceedings;
- Conduct post-event and post-rental evaluations to determine areas for improvement and client satisfaction.

Client and Vendor Relations:

- Serve as the primary point of contact for clients, vendors, and suppliers, ensuring clear communication and exceptional customer service;
- Prepare and manage contracts for events and rentals, ensuring compliance with company policies and procedures;
- Liaise with vendors to ensure timely and quality delivery of goods and services, receive invoices, and track receipts;
- Develop relationships with suppliers such as caterers, food and beverage vendors, and rental companies.

Department Coordination:

- Maintain inventory of event and rental supplies and resources;
- Evaluate event and rental programs, related projects, budget, and recommendations;
- Develop event and rental procedures and provide input into related policies;
- Meet established event and rental revenue goals;
- With the Operations Manager, provide input into formulating museum events, event and rental budgets, and our organizational work plan;
- Support front-line staff with museum coverage as needed during peak times;

POSITION REQUIREMENTS

- **Experience:** 2+ years of professional experience in coordination of events, customer service and hospitality;
- **Standard of Quality:** Ensuring clients, suppliers and team members receive a high standard of care in the planning and coordination of events and rentals, with a strong focus on quality and detail;
- **Effective Interactive Communication:** Excellent communication and interpersonal skills, maintaining a proactive approach to problem-solving;
- **Project Management:** Strong organizational and time management skills with the ability to multitask and work under pressure;
- **Software and Suite:** Proficiency in project management, design and editing software;
- **Certifications:** Standard First Aid, WHMIS, SmartServe;
- Ability to provide a Vulnerable Sector Police Record Check.

POSITION ASSETS

- **Second Language:** Professional proficiency in both official languages an asset;
- **Experience in related fields:** Event and Rental Management, Project Management, and/or Food and Beverage.

THE DIEFENBUNKER MUSEUM OFFERS:

- A fun, collaborative working environment;
- A place for continuous learning and growth;
- Robust onboarding and orientation;
- Flexible hours around core working hours;
- Free on-site parking for staff;
- Access to perks at other museums and attractions in Ontario.

To Apply

If you are interested, please send your cover letter and resume via email to c.hunter@diefenbunker.ca with the subject line “[Your Name] – Events and Rentals Coordinator”.

Thank you to all applicants for their interest. Only candidates selected for an interview will be contacted.

Please note that there is no public transportation to the Diefenbunker from downtown Ottawa.



The Diefenbunker: Canada's Cold War Museum is an equal opportunity employer and welcomes diversity in our workforce. Should you require any accommodation during the application or hiring process, please contact our team at the email address above.

For more information about the Diefenbunker, please visit diefenbunker.ca.