

Hosting Manager

Full-Time, Permanent, 1.0 Full-Time Equivalent (FTE)

As the Hosting Manager, you are responsible for ancillary serves related to campus conferences, events, accommodation (short and long-term), property leasing, parking, and vending. Working closely with the Facilities Manager, you provide supervision and leadership to the Hosting department in delivering exceptional customer service, operational efficiency, while minimizing impacts on university activities.

KEY AREAS OF RESPONSIBILITY

- Increase external rentals by developing client relationships and understanding market opportunities within CMU's capacity.
- Promote campus facilities and hosting services to prospective clients through tours, correspondence, and promotional materials.
- Alongside the Director of Operations, develop pricing strategies and generate quotes for external clients.
- Oversee day-to-day operations for all conference services, overnight guest accommodations, and long-term rentals on campus.
- Supervise, train, and lead the Hosting department, ensuring reliable coverage and high-quality customer service.
- Work closely with the Facilities Manager to support large internal and external events.
- Develop rental revenue through marketing activities and prospect development
- Coordinate the touring of prospective client groups and provide quotes.
- Manage long-term property leasing, parking, and vending services.
- Coordinate logistics for events and conferences, including set-up, take-down, security, entrance, cameras, and after-hour monitoring services, food services, and technology services; assist as required.
- Ensure compliance with safety and legal standards, including fire codes, occupancy limits, and permit requirements
- Oversee parking operations, including issuing passes, monitoring compliance, issuing tickets, and facilitating temporary parking passes for internal and external event bookings.
- In coordination with Finance, monitor and ensure timely collection of invoiced revenues.
- Supporting the Director of Operations, act as a signing authority for department purchases and expenses.
- Monitor all revenue streams including accommodation fees, rental income, parking permits, vending sales; ensure accurate invoices and timely collection of payments in collaboration with the Finance department.
- Track usage and occupancy rates across rental spaces and facilities to guide planning and forecasting.
- Propose annual net contribution targets as part of the annual budget process.
- Recommend continuous improvements to better serve clients and to meet the university's goals.

WORKING CONDITIONS

The Hosting Manager position involves a combination of administrative duties and hands-on support, requiring physical activity such as lifting and moving furnishings for event logistics. This position requires flexibility in scheduling, with the ability to work occasional evenings and weekends as needed during peak

event periods. The Hosting Manager position involves frequent communication with campus departments and external partners, requiring a professional, calm, and responsive approach to customer service.

WHAT YOU OFFER

- A commitment to the mission of CMU, and to its service in church and society.
- Post-secondary education in business, hospitality, event management, or related field; a combination of education and experience may be considered.
- Minimum two (2) years management experience in operation, or hospitality management.
- Ability to lead and manage a department in a team environment with strong inter-personal and team building skills.
- Demonstrated leadership and customer service skills.
- Strong administrative and organizational skills, with attention to detail and time management.
- Knowledge of health and safety standards.
- Proficiency in event management or scheduling software an asset.
- Creative and resourceful.
- Self-motivated with strong interpersonal skills, organizational abilities, and the willingness to work independently and with others in a team-oriented environment.

WHAT WE OFFER

- Extended Health, Dental, & Vision Benefits
- Employer Matched Defined-Contribution Pension Plan
- Comprehensive Paid Time Off
- Tuition Scholarship Benefit Program for eligible employees and dependents
- Employee and Family Assistance Program
- Free Meal Program

HOW TO APPLY

We want to learn more about you! Please submit your cover letter and resume to hrdirector@cmu.ca. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Closing Date: Open until June 23, 2025.

Canadian Mennonite University is committed to employment equity while ensuring our recruitment process is barrier free. Applications are encouraged from members of equity-seeking communities including women, Indigenous people, racialized people, people with disabilities, and people of all sexual orientations and genders.

If accommodations are needed, please send your request to hrdirector@cmu.ca.