



## **Position: Event Coordinator**

**Employment Period: Full-time**

**Location: The Rise Resort, Vernon, BC**

The Rise Resort is a luxury destination perched above Okanagan Lake, home to a Fred Couples Signature Golf Course, world-class event venues, and an elevated dining experience. We are looking for an enthusiastic, people-first Events Coordinator to join our team and help bring our clients' most important moments to life.

### **The Role**

You will be the heartbeat of our events operation — the first point of contact for inquiries, the trusted guide who helps clients craft their perfect experience, and the on-the-ground leader who ensures flawless execution from start to finish. Whether it's an intimate dinner, a corporate retreat, or a grand wedding celebration in our Stellar Banquet Room, you will be there every step of the way.

### **What You will Do**

#### ***Client Experience & Sales***

You are the face of The Rise for every prospective and confirmed event client. You will respond to inquiries by phone, email, and in person, conduct site tours for prospective clients, and build genuine relationships that turn first-time clients into loyal advocates. You will guide clients through every decision — venue selection, menus, bar packages, timelines, and special touches — and identify opportunities to enhance their experience with thoughtful upgrades including specialty bar packages, upgraded linen, floral coordination, and helicopter arrivals. At times, you will manage proposals, contracts, deposits, and payment follow-up, and maintain detailed client files that set the stage for repeat business and referrals. You will also cultivate relationships with preferred vendors — photographers, florists, officiants, and entertainment — to provide seamless referrals and coordination that elevate every event. Managing client expectations diplomatically when challenges arise is something you manage with grace and professionalism.

#### ***Event Planning & Administration***

You will own the administrative backbone of every event. This means building comprehensive Banquet Event Orders (BEOs) that clearly communicate every detail to kitchen, service, and management teams. You will manage the event calendar, coordinate scheduling across departments, track deposits, and outstanding balances, and follow up on payments. You will maintain organized client files and records, ensuring post-event follow-up is completed to encourage repeat business and referrals. Nothing falls through the cracks from the moment a contract is signed to the moment the last guest leaves.

#### ***Food & Beverage Leadership***

Your F&B experience is what sets you apart. You will guide clients through food and beverage selections, dietary accommodations, and pairing options with confidence. On event days, you will oversee room setup — linen, tableware, AV, and décor placement — run pre-event staff briefings, and manage the flow of service including bar service, wine service, and course timing. You will ensure responsible liquor service in full compliance with BC liquor regulations and work closely with the kitchen on quantities, timing, and waste reduction. Inventory awareness and cost-conscious execution are part of how you protect the bottom line without compromising the guest experience.



### ***Team Leadership***

You lead by example. You will schedule and brief banquet and service staff for each event, mentor junior, and casual employees, and serve as the on-site point of escalation so that every issue is managed with calm professionalism — and management isn't pulled in for routine matters. You will run pre-event briefings that leave your team informed, aligned, and ready to deliver. Your energy is contagious, your standards are high, and you are never too good to step in and do whatever needs to get done. Your team respects you for it.

### **What We are Looking For**

#### ***Experience & Skills***

- Proven experience in event coordination, banquet operations, or F&B leadership
- A natural ability to connect with clients and translate their vision into a seamless, memorable experience.
- Confidence conducting site tours and converting inquiries into confirmed bookings.
- Experience preparing and delivering event proposals and contracts.
- Ability to build and maintain detailed Banquet Event Orders (BEOs)
- Strong written and verbal communication skills
- Proficiency with event management or reservation software such as Tripleseat, Planning Pod, or similar platforms
- Basic financial literacy — comfortable tracking payments, reviewing invoices, and reconciling event billing.
- Menu knowledge sufficient to guide clients through food, beverage, and pairing selections including dietary accommodations.
- Experience setting up and striking banquet rooms including linen, tableware, AV, and décor.
- Ability to oversee bar and wine service and manage course timing with precision.
- Familiarity with BC liquor regulations and responsible service practices
- Experience scheduling, briefing, and mentoring banquet and service staff.
- An established or willingness-to-build vendor network — photographers, florists, officiants, entertainment
- Ability to manage multiple events and client relationships simultaneously without dropping detail.

#### ***Certifications***

- Valid Serving It Right certification (required)
- WSET certification — an asset
- First Aid certification — an asset, given our resort setting

#### ***Personal Qualities***

- A flexible schedule with full availability for evenings and weekends
  - A positive, can-do attitude and the energy to match — always
  - Calm under pressure with strong problem-solving instincts
  - Highly organized with sharp attention to detail
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**Apply Today!**

Qualified individuals are invited to send their cover letter and resume in confidence to:

**Ginny Scott**

Director of Business Development and Events

[gscott@theriseresort.ca](mailto:gscott@theriseresort.ca)

