

Position: Travel and Production Coordinator

Reports to: Event Services Manager and Production Coordinator

Start Date: March 2025

Hours and Location: Seasonal, full-time hours on Cortes Island (March to October)

Wage: starting at \$24.00 - \$26.00 (based on experience)

ABOUT THE ROLE

The Travel and Production Coordinator plays a vital role within the Event Services team, overseeing travel logistics and supporting the seamless execution of programs, group bookings, and events. This position is ideal for someone who thrives in a dynamic environment, balancing strong organizational and logistical skills with hands-on, active work.

In this role, you will coordinate all travel arrangements for presenters, group bookings, and HLI programming participants, ensuring smooth arrivals and departures. Additionally, you will assist in the preparation, setup, and technical support for on-site programs and events. Working closely with the registration, programming, and event services teams, you will help create a well-organized and welcoming experience for all participants.

ABOUT YOU

You are resourceful, adaptable, and thrive on managing both logistical and technical challenges. You bring a relationship-first, service-oriented approach to your work, balancing a commitment to excellence with the ability to know when to set boundaries. You enjoy collaborating with others and excel at keeping all the moving parts organized to create seamless travel and event experiences.

KEY RESPONSIBILITIES

- Coordinate and confirm all travel arrangements for presenters, conferences, and group bookings.
 - Develop and implement strategies to reduce environmental and travel resource impact.
 - Build and maintain strong relationships with local travel providers.
 - Train Guest Services staff on travel arrangement procedures and protocols.
 - Host Presenter evenings and Orientations
 - Support the setup and breakdown of session spaces, ensuring they are equipped with necessary materials, supplies, and meeting equipment.
 - Maintain, track, and organize all equipment and supplies, ensuring proper storage and functionality.
 - Support Event Services department as needed and where needed.
 - Respond to inquiries about Hollyhock services and registrations via phone, email, and in person.
 - Adapt to a flexible work schedule, including weekends, evenings, and statutory holidays, to meet the dynamic needs of programs and events.
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QUALIFICATIONS

- Previous experience in customer service is an asset.
- Proficiency with computers and software, including Google Workspace, Slack, and Asana.
- Strong communication skills, with a natural and confident approach to relationship building.
- Ability to stay calm under pressure, effectively manage conflicts, and make sound decisions.
- Excellent organizational and time management skills with attention to detail.
- Interest in and aptitude for working with sound equipment, computers, and related technology.
- Comfortable with light labour, including lifting up to 50 lbs and setting up meeting spaces.
- Experience juggling multiple tasks in a fast-paced, ever-changing environment.
- Thrives in a team culture focused on distributed leadership, accountability, and exceptional program experiences.
- Legally eligible to work in Canada with a valid BC Driver's License.