

JOB POSTING

Venue Operations Coordinator - HCC

DEPARTMENT

Regional Events

REPORTS TO

Branch Manager

OVERALL RESPONSIBILITY

The Venue Operations Coordinator serves as the primary Soundbox Technician for events taking place at the Hamilton Convention Centre. This role is responsible for ensuring events are properly planned, staffed, equipped, and executed while maintaining a high standard of client service and operational excellence.

Approximately 50% of this role is hands-on and event-based, including setting up, operating, troubleshooting, and dismantling audio-visual and production systems for events throughout the venue. The remaining time is dedicated to administrative and coordination duties, including reviewing and vetting event quotes, adding required equipment and cable infrastructure to jobs, coordinating staffing requirements, maintaining venue inventory and storage areas, and supporting communication between clients, venue staff, and the Soundbox team.

The successful candidate is highly organized, technically proficient, customer-focused, and thrives in a fast-paced event environment. They act as the day-to-day operational lead for Convention Centre events, ensuring every event is delivered efficiently, professionally, and to Soundbox standards.

PRIMARY RESPONSIBILITIES:

EVENT SETUP, OPERATION & TECHNICAL SUPPORT (50%)

- Serve as the primary Soundbox representative for events taking place at the Hamilton Convention Centre, Sheraton Hamilton Hotel, and Liuna Station.
- During summer months, the above mentioned venues are quiet with very few events, so you will be working on festivals at various locations.
- Prepare, install, test, operate, and dismantle audio, video, lighting, and presentation systems.
- Provide on-site technical support and troubleshooting before and during events.
- Ensure all events are executed safely, professionally, and in accordance with Soundbox standards.
- Maintain strong working relationships with venue staff, clients, and event organizers.
- Assist in maintaining a professional and positive Soundbox presence within the venue.

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EVENT PLANNING & JOB VETTING (20%)

- Review event orders, quotes, and work orders within Flex to ensure accuracy and completeness.
- Verify equipment quantities, cable requirements, labor allocations, and event logistics.
- Identify missing equipment, labor, or scope items and coordinate revisions with Account Representatives and Department Heads.
- Ensure jobs are properly prepared and ready for warehouse pulling and event execution.
- Assist with event scheduling, planning, and logistical coordination.
- Identify and communicate any equipment, staffing, or operational concerns that may impact event success.
- Identify opportunities to improve operational efficiency and the client experience.

STAFFING COORDINATION - (20%)

- Coordinate staffing requirements for Hamilton Convention Centre, Sheraton Hotel, and Liuna events.
- Schedule technicians, operators, and labor resources based on event needs and skill requirements.
- Work closely with the Staffing Coordinator and Operations Team to address staffing shortages or last-minute changes.
- Confirm crew assignments and communicate event details to staff.
- Monitor labor utilization and provide feedback on staffing needs and performance.

WAREHOUSE & STORAGE MANAGEMENT (10%)

- Maintain organization and cleanliness of all Convention Centre storage rooms and workspaces.
- Ensure equipment is properly labeled, stored, and readily accessible for upcoming events.
- Monitor inventory levels and communicate equipment shortages, damage, or maintenance requirements.
- Coordinate the return of equipment to Soundbox warehouses when necessary.
- Assist with inventory audits and ensure venue-based inventory remains accurate and show-ready.
- Maintain cable inventory, charging stations, consumables, and event support equipment.

KEY SUCCESS MEASURES

- Events are executed successfully with minimal issues.
- Jobs are accurately vetted and fully prepared before load-in.
- Staffing needs are filled and communicated effectively.
- Convention Centre storage and inventory remain organized and event-ready.
- Positive feedback from clients, venue staff, and the Soundbox team.
- Strong operational communication between the Convention Centre and Soundbox departments.

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QUALIFICATIONS & REQUIREMENTS

- Technical knowledge on how to set up and operate sound, lighting, and video systems
- Valid driver's license with a clean driving record
- Strong attention to detail and organizational skills
- Ability to lift and move equipment (up to 50 lbs or more)
- Comfortable working in a fast-paced, team-oriented environment
- Basic computer skills and familiarity with inventory systems is an asset

KEY ATTRIBUTES

- Technical knowledge on operating AVL systems
- Reliable and dependable
- Team-oriented with a positive attitude
- Strong work ethic and willingness to learn
- Adaptable and able to handle changing priorities
- Safety-focused in all aspects of work

COMPENSATION & GROWTH

- Competitive salary based on experience (\$50,000 - \$60,000)
- Opportunities for overtime and on-call compensation
- Training and development across multiple technical departments
- Clear pathway for growth within the company

To apply, please submit your resume and any supporting documents to resumes@soundboxpro.com.