

## **206819 - Campus Coordinator (Part-Time)**

**BrainStation - Head Office**

**Duration: 12-month Part-time contract**

**Location: Toronto, Ontario**

### **About the Role**

The part-time Campus Coordinator is a dynamic role centered around animating the BrainStation campus and demonstrating operational excellence. You will be a key player in delivering a five-star customer experience to every person who comes to our campus. You will engage in creating word of mouth excitement and building brand awareness in the local community. This will involve sharing everything we offer at our campus, from workshops and events to courses in data, design, development, marketing, product and business.

### **Responsibilities**

**Customer service and front desk support**

**Opening and closing duties for facility**

**Maintain facility cleanliness through building walkthroughs and check listing reporting**

**Set up and management of audio/visual equipment (projectors, microphones, tv's)**

**Event execution including setup, teardown, catering and other operational requirements as needed Set up and cleanup of all food, beverage and hospitality service for courses, workshops and events**

**Preparing and packaging student Welcome Boxes**

**Continuously contribute to maintaining an exceptional student and/or guest experience**

**Any other duties as required to ensure day to day facility efficiency,**

### **Job Qualifications:**

**A flare for customer service and a dedication to excellence**

**Ability to adapt in a fast-paced environment and be proficient in self-directed work**

**Strong attention to detail and organizational skills**

**A team player mindset with a 'can-do' attitude and a willingness to follow through and accomplish any required task with enthusiasm and a positive energy**

**A committed attitude to making the student experience, customer experience and event experience at BrainStation a 5-star experience**

**Thorough understanding of our product offerings and the ability to speak to each of them confidently**

**A flexible schedule with evening and weekend availability**

**Previous experience in event execution an asset Experience in hospitality or the food and beverage industry an asset**

### **About BrainStation**

Established in 2012, BrainStation is the global leader in digital skills training and workforce transformation. BrainStation has worked with digital leaders from the most innovative companies in the world, developing cutting-edge, real-world digital education that has empowered more than 100,000+ professionals.

### **BONUS:**

Have you been to a campus or joined an online learning opportunity? We are actively seeking individuals that believe in lifelong learning and that have taken part in our On Campus or Online offerings.

### **NOTE:**

Only those applicants under consideration will be contacted. Please accept our utmost appreciation for your interest.

# Emily Cumberbatch

Toronto, ON | 416 123 2345 | emilycumberbatch@mail.utoronto.ca

August 28, 2022

BrainStation

700 Dundas Street, Suite 100

Toronto, Ontario, M2K 2D5

## Re: 206819 - Campus Coordinator (Part-Time)

Dear Hiring Manager,

As the global leader in digital skills training and workforce transformation, BrainStation has worked with digital leaders developing cutting-edge, real-world digital education. In the university, I am dedicated to making an impact in my community and hoping to contribute my efforts to improve human's wellbeing. The position in Brainstorm is an excellent opportunity for me to apply my organizational and multi-tasking skills to support in organizational and administrative tasks. Furthermore, I am ecstatic about the chance to contribute to an organization that is a front runner in the digital transformation field.

For the past 3 years, I have worked part-time as a secretary in Political Science and Current Events Club. I organized and executed in multiple large-scale events with hundreds of students and performed numerous administrative tasks efficiently in a fast-paced environment including delivering meeting minutes, managing logistics and completed financial budgeting. In addition, I showed initiative to research relevant information and cross-checked the validity. My organizational skills will allow me to support in the student welcoming event in both event planning and execution.

At Banana Republic, a leading fashion retailer, my ability to multi-task and perform under stress once again proved to be a winning quality in a fast-paced environment. I successfully solved most of customers' problems and concerns and provided tailored solutions to their needs and choices. While facing and supporting clients, I also encountered all kinds of emergencies on the job. I needed to record inventories, provided daily checklist and sales report to my manager and resolved conflicts between customers and the company. Eventually, with my detail-oriented personality and positive attitude in solving problems, I was selected as the best intern of that quarter.

My experience across fields has trained me to be a qualified event organiser and a meticulous multi-tasker. I hope I will have the opportunity to apply these skills at Brainstorm and go beyond the classroom discussions to making a difference in the community. Thank you for your time and consideration.

Sincerely,

Emily Cumberbatch

# Emily Cumberbatch

Toronto, ON | 416 123 2345 | emilycumberbatch@mail.utoronto.ca

## SUMMARY OF QUALIFICATIONS

- Provided customer service including problem solving, relationship management and conflict management to ensure client loyalty as a sales associate in a fashion retailer
- Excellent organizational and event execution skills developed through working as a secretary in Political Science and Current Events Club and hosted 3 large-scale events
- Detail-oriented and dedicated to every task on hand, ensuring high quality in commitments
- Proficient in MS Office including Word, Excel, Publisher and PowerPoint

## EDUCATION

**Honours Bachelor of Arts Degree; Major in History and Political Science**

June 2022

*University of Toronto Scarborough, Toronto*

Dean's List, CGPA: 3.6/4.0

## RELEVANT EXPERIENCE

**Sales Associate**

November 2018 - June 2019

*Banana Republic, Toronto*

- Assisted customers to find what they wanted and tailored merchandise to clients
- Provided courteous and efficient service to all customers with different kinds of needs, to ensure 90% customer satisfaction calculated from feedback
- Maintained inventory and restocked sizes and selection when needed

## VOLUNTEER EXPERIENCE

**Secretary, Political Science and Current Events Club**

March 2017 - May 2017

*University of Toronto at Scarborough, Toronto*

- Organized three student events with 85% participation rate on campus to discuss latest political and business topics; received positive feedback from over 80% participants
- Took detailed minutes at bi-monthly meetings and sent summary to club members in a timely manner for them to keep updated with club schedules and events
- Corresponded via email with faculty members, student services staff and other campus leaders to assist in organizing events and special guest speakers

## LANGUAGES AND INTERESTS

- French and English, advanced level; German, intermediate level
- Photography, 2020 Ontario Photography Competition, *Second Prize*
- Traveled to 10 countries and 33 regions around the world