

LEGISLATIVE ASSEMBLY OFFICE

JOB PROFILE



VENUE SERVICES – PARLIAMENTARY SERVICES

VENUE SERVICES ASSISTANT

August 2026

Venue Services is responsible for managing bookable spaces on the first and second floors of the Queen Elizabeth II Building for the Legislative Assembly Office (LAO). The 11 venues can accommodate 16 to 600 people for a variety of events, ranging from business meetings to banquets.

Venues can be booked by the greater LAO, including Members of the Legislative Assembly (MLAs), caucus staff, constituency staff, LAO staff, officers of the Legislature, Government of Alberta staff and not-for-profit organizations. Most bookings occur on weekdays during regular business hours, from 8:15 a.m. to 4:30 p.m., but they can also take place in the early mornings, evenings or on weekends.

The Venue Services Assistant works under the supervision of the Venue Services Supervisor to provide day-of-event and meeting support to clients utilizing the Queen Elizabeth II Building venues. The expected hours for this position are between 12 and 16 hours per week, but this may increase during peak times, particularly during the Legislative Assembly fall and spring sessions.

Venue Services operates in accordance with the LAO policies, procedures and protocols and direction from the Speaker, the Members' Services Committee, the Clerk, the Clerk Assistant and Executive Director of Parliamentary Services and the Manager of Venue Services.

Responsibilities and Activities:

1. Working under the direction of the Venue Services Supervisor and Venue Services Coordinator, provide day-of support to clients utilizing the LAO's Queen Elizabeth II Building venues to ensure the needs of participants are satisfied.

Activities:

- Arrive 30 to 60 minutes prior to event start time, as directed, for set-up
- Open doors to spaces and greet clients, providing a tour of spaces if necessary
- Help ensure that visitors are wearing ID passes while on the floor and assist with organizing passes in preparation for and at end of events
- Provide front-line service to clients utilizing the LAO's facilities, ensuring guests are greeted and welcomed to the venue
- During events provide general hosting assistance, which could include pointing guests to coat racks and washrooms, moving chairs, monitoring coffee, tea and water, refilling as needed, and so on
- Set up and prepare beverage station, including coffee, tea, water and required tableware as needed
 - Prepare beverage stations
 - Brew coffee and boil water in the servery
 - Fill pitchers with ice from the ice machine in the servery
 - Set out tea bags, sugar, cream and stir sticks, also located in the servery
 - If required, prepare meal service for dropped-off food
- Meet caterers to receive dropped-off food, or meet AV technicians or equipment rental firms to provide access to the second floor
- Provide assistance in setting up AV and teleconferencing equipment and connecting laptops to AV systems
- Distribute Wi-Fi accounts and troubleshoot connections
- Assist with crowd control and direct patrons to evacuate in case of an emergency
- While Infrastructure provides most of the cleaning, there will be some light tidying work
 - Return coffee/hot water carafes and pitchers of water to the servery

- Empty the pitchers of water and carafes of any remaining coffee
- Fill the coffee carafes with water
- Return milk and cream to the fridges in the servery
- Empty the dishwasher
- Collect tableware and return it to the servery, and load it into the dishwasher
- Once an event is over, ensure all participants vacate the second floor and secure the facilities

2. Provide on-site support to committees of the Legislative Assembly of Alberta as needed.

Activities:

- Prepare beverage station and ensure it is well-stocked for duration of the meeting
- Set out catering if required
- Assist the Committee Clerk and MLAs by providing operational and meeting support
- Provide AV and teleconferencing support, including setting up equipment, connecting laptops to systems and troubleshooting basic connection issues
- Upon conclusion of the meeting, clean up beverage station, tear down room set-up and secure the floor

3. Support the overall operations of the LAO in order to meet the goals and objectives of the LAO in the provision of support to the Legislature.

Activities:

- Assist with planning and preparation for conferences being hosted by LAO branches
- Represent the Venue Services branch and the LAO in a professional manner when liaising with internal and external clients
- Contribute as an active team member to LAO initiatives, which may include supporting the Clerk, the Speaker and ceremonial and conference functions
- Participate in planning, implementation and monitoring of services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new members and staff during pre- and post-election activities
- Participate in the classification, maintenance, retention and disposition of records within the guidelines of the LAO's File Classification and Retention Schedule
- Demonstrate a commitment to workplace health and safety by following safe work practices, reporting work-related accidents and hazards immediately
- Demonstrate support for a positive workplace culture and the valued behaviours pursuant to the Respectful Workplace Policy

Knowledge, Skills and Abilities:

- Provide courteous, helpful service to guests, responding promptly to inquiries or requests
- Able to work efficiently in a team environment
- Proficient with computer and AV equipment set-up
- Flexible to work days, early mornings, evenings and weekends
- Strong multitasking capabilities and the ability to work independently
- Flexible in adapting to changing priorities
- Able to perform physical tasks, including a considerable amount of walking, standing for extended periods, and other physical activities as required
- Committed to workplace health and safety by following safe work practices, reporting work-related accidents and hazards immediately

Position Classification

Administrative Support 1 (011AS)