

## LEGISLATIVE ASSEMBLY OFFICE JOB PROFILE

---

### VENUE SERVICES, PARLIAMENTARY SERVICES VENUE SERVICES COORDINATOR

March 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. The 11 venues can accommodate 16 to 600 people for a variety of events, ranging from business meetings to banquets, from town halls to cocktail receptions.

Venues can be booked by the greater LAO, including MLAs, caucus staff, constituency staff, LAO staff and 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 take place in the early morning, evening or on weekends.

The Venue Services Coordinator works under the direction of the Venue Services Supervisor to facilitate the usage of the Legislative Assembly Office (LAO) venues on the first and second floors of the Queen Elizabeth II Building. In addition, the Venue Services Coordinator supports venue operations and business processes, ensuring that client requirements are met and that events proceed as planned.

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

### **Responsibilities and Activities:**

1. Support logistical requirements for activities taking place in the LAO's Queen Elizabeth II venues to ensure the needs of participants are satisfied.

#### **Activities:**

- complete venue bookings efficiently, accurately and in a timely manner
- project a positive and professional image of the Parliamentary Services branch and the LAO while assisting with inquiries
- assist in coordinating catering arrangements to ensure timely deliveries and cost-effective food and beverage services
- prepare venues for catering service, ensuring appropriate supplies, adequate space and visual presentation
- liaise with building management, Information Technology & Broadcasting Services and security to ensure venues and staff are prepared for events
- monitor inventory to maintain appropriate levels of tableware, beverage supplies and office supplies to provide exceptional service in the venues
- provide administrative support such as photocopying, et cetera
- assist in the preservation and maintenance of records, thereby ensuring that a comprehensive records management and retention system is in place to support business operations
- oversee events and provide guidance to Venue Services staff in absence of the Venue Services Supervisor

2. Provide technical support, setting up and troubleshooting software and hardware.  
**Activities:**
  - deploy laptops and audio/visual equipment as needed, connecting equipment, setting up teleconferencing, distributing Wi-Fi accounts and troubleshooting connections
  - set up equipment in the committee room control booth, including equipment for operating the microphones, teleconferencing, video conferencing and routing feeds
  - prepare presentation and sound equipment prior to each event to ensure the equipment is operating correctly and meets the needs of the participants
  - work with participants to ensure they are able to effectively use technical equipment
  - resolve routine software and hardware technical issues through basic troubleshooting, recognizing nonroutine issues and escalating to Information Technology & Broadcasting Services (IT&B) branch appropriately
  - liaise with IT&B to discuss and resolve routine and nonroutine technical requirements and procedures
  
3. Provide exceptional client service and facilitate hosting of activities taking place in LAO venues.  
**Activities:**
  - provide front-line service to clients utilizing the LAO's facilities, ensuring guests are greeted and welcomed to the venue
  - enable activities in the venues to take place by performing tasks such as opening doors to spaces; preparing coffee, tea and water and setting up beverage stations; receiving dropped-off food from caterers and meeting A/V technicians or equipment rental firms
  - during events provide general hosting assistance, which could include pointing guests to coat racks and washrooms, moving chairs and tables, monitoring coffee, tea and water, refilling as needed and so on
  - assist with crowd control and direct patrons to evacuate in case of an emergency, acting as a floor warden
  - perform light cleaning and tidying, including dishwashing and surface sanitizing
  
4. Fill in for the Committee Services Operations Assistant as needed, supporting meetings of Legislative Assembly committees and operations of the Research and Committee Services unit.  
**Activities:**
  - provide administrative support to Research and Committee Services and the House Services branch to meet operational requirements
  - ensure availability and presence to provide support as required during committee meetings
  - provide excellent client service when assisting MLAs who are participating in the committee meetings, including directing to the appropriate venue, providing beverage services and answering any inquiries
  - identify meeting needs and liaise with building management, IT&B and Committee Clerks to ensure proper room and area set-up
  - ensure that committee rooms and areas are maintained and well-organized (cleanliness, orderliness and service flow)

- ensure that rooms are reset, including cleaning and organizing furniture and other requirements in preparation for the next meeting
  - maintain committee meeting calendars on the external website to ensure that the public is provided with accurate and timely information
  - assist Committee Clerks in maintaining, tracking and updating committee information on the internal website in order for Members and the LAO staff and management to have access to accurate and timely information
  - assist with Committee Services administrative tasks such as processing responses to committee reviews, scanning current and archival materials, and other administrative duties
  - connect with identified stakeholders and processing public submissions
5. Support the overall operations of the Legislative Assembly Office 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, 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 postelection activities
- participate in the classification, maintenance, retention and disposition of records within the guidelines of the LAO's File Classification and Retention Schedule
- demonstrate 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

**Scope**

- services impact the efficient operation of the branch and reflect on the LAO's nonpartisan role
- position serves as a liaison with numerous internal and external contacts: MLAs, constituency and caucus staff, government offices, branches of the LAO, members of the public and external vendors and service providers
- able to function under pressure, meeting deadlines and responding to multiple, possibly competing, requests even when software or equipment is failing
- flexibility to accommodate unusual shifts and long hours
- operates as a nonpartisan entity in a dynamic political environment
- provides courteous, helpful service to guests, responding promptly to inquiries or requests

**Knowledge, Skills and Abilities:**

- postsecondary education in event coordination, hotel and restaurant management or business administration
- three years' experience in food and beverage service and/or event management, administrative support
- excellent client service and interpersonal skills with the ability to communicate clearly and effectively, both verbally and in writing
- ability to adapt to changing priorities
- ability to work efficiently in a team environment as well as independently
- proven time management, organizational, decision-making and problem-solving skills
- sound use of judgment supported by tact, diplomacy and discretion are required when dealing with various contacts, including MLAs, management and external service providers
- ability to adapt effectively to a challenging workplace involving unusual shifts and long hours
- ability to establish and maintain nonpartisan, apolitical, professional relationships with all contacts
- advanced computer skills in Microsoft Office Suite (Outlook, Word, Excel, Publisher, Teams), word processing, spreadsheets, database and Internet applications with the ability to provide technical support during meetings and events
- proficiency with computer applications and video conferencing tools as well as exposure to A/V equipment, including teleconferencing and video conferencing hardware and software
- ability to do a considerable amount of walking (indoors), some lifting and other physical activities
- experience with mixing boards is an asset
- French language knowledge is an asset

**Position Classification**

Administrative Support 5 (015AS)