



Experience Coordinator Job Description

Roy Group is a leadership development firm based out of Victoria, BC. Our philosophy is unique, and we change the way participants and organizations view leadership. Whether in-person or virtually, clients have indelible experiences with us because of our distinctive content, our legendary delivery, and our laser-sharp attention to things that matter.

Experience Coordinators are involved with every step of the client journey at Roy Group. Experience Coordinators work closely with our Practice Leads and Facilitators to help deliver experiences that allow people to feel cared for, heard, and engaged in their learning journey. They also collaborate with clients to manage the details leading up to program delivery and manage follow-up afterward, whether it is measuring impact, collecting feedback, or returning lost car keys.

Experience Coordinators should feel comfortable in a service-based environment while using a combination of technology, gut instinct, and process to work through the various stages of a project cycle in a dynamic environment. Team members need to represent Roy Group well in every interaction.

This is a salaried, full-time role with benefits and equipment provided. There is an expectation of being able to self-manage the work schedule necessary to keep up with Roy Group's calendar of events. Most of the work will be conducted remotely with some duties performed at Roy Group Headquarters or at on-site events.

Serving internal and external clients to ensure Roy Group program participants have an optimal experience, the Experience Coordinator typically:

- Participates in team meetings;
- Works closely with Practice Leads from proposal to event follow-up;
- Ensures administrative functions related to events are performed, and records are appropriately processed;
- Creates, modifies and customizes communications and documents;
- Manages entries and accompanying documentation in calendar and database;
- Coordinates logistics and materials for virtual and in-person events;
- Liaises with clients to coordinate participant lists, information packages, and other event details;
- Assists Facilitators with program planning and performs Zoom Host duties during sessions;
- Directly assists Practice Leads with scheduling, travel arrangements, and other details related to events.

Roy Group is having an important and significant impact on an increasing number of people at an especially challenging time. Hopefully, connecting with that is a motivator to do this work.



An Experience Coordinator should be ready to contribute the following to Roy Group:

- A desire to be part of a fun, smart team (so you can help us be a fun, smart team);
- Attention to detail that would qualify as a superpower;
- A minimum of 3+ years working in a service-oriented role and post-secondary education in a related field;
- Technological literacy and the ability to be behind the controls for events with diverse groups of people using virtual meeting platforms like Zoom (e.g., can you calmly instruct someone how to remove a cat filter?);
- Systems savviness – there's no way we're doing everything perfectly, help us get better;
- Top-notch communication skills with good instincts about professionalism;
- Self-disciplined time management and ability to prioritize effectively (there are no punch cards here);
- An appetite to dive into something that you want to learn more about and that will help us up our game – there is room in this role to feed your passion for writing/design/social media/systems design or whatever floats your boat – we help develop leaders and that includes you;
- Willingness to pitch in when needed and courage to seek help as required – teamwork is dreamwork;
- Comfort with varying levels of ambiguity and the resilience, creativity and flexibility to adapt appropriately. (Yup, that is a new qualification since COVID.)

Application is by email: Send your résumé and cover letter as a PDF file to Nina Moroso (Nina@RoyGroup.net). *Subject line:* Application for Experience Coordinator position

Deadline: Noon (PDT) on March 26th, 2021.

Please note that we'll only circle back to those candidates we choose to interview, but we are grateful for your interest either way.

Roy Group's Headquarters is located on the traditional territory of the W̱SÁNEĆ people on the Southern tip of Vancouver Island.