Events Lead/Manager

Organization: Edmonton Chamber of Commerce
Location: Edmonton, AB
Position Type: Full-Time, In Office
Reports to: Director, Strategic Programming
Hours: 37.5h
Direct Reports: 1 (Events Coordinator)

Title and compensation will be commensurate with the successful candidate's experience and qualifications.

Position Summary

Reporting to the Director, Strategic Programming, the Lead/Manager, Events is responsible for the end-to-end planning, execution, and evaluation of the Edmonton Chamber of Commerce's events portfolio. This role serves as the primary operational lead for all Chamber events, ensuring each event is strategically aligned, professionally delivered, and financially accountable. The Lead/Manager, Events directly supervises the Events Coordinator and works closely with the Director and cross-functional teams to bring the Chamber's programming vision to life.

Key Responsibilities

Event Strategy & Planning

- Lead the development of the annual events calendar in collaboration with the Director, Programming, ensuring alignment with the Chamber's strategic objectives and member needs.
- Own the end-to-end planning lifecycle for all Chamber events, from concept development through post-event evaluation.
- Develop and maintain comprehensive event briefs, project plans, and timelines for each event.
- Conduct post-event reviews and produce detailed reports for the Director covering budget performance, attendance, revenue, member satisfaction, and recommendations for improvement.
- Identify opportunities to grow, refresh, or retire events based on member engagement, revenue performance, and strategic fit.
- Collaborate with the Director to identify new event concepts and programming opportunities that add value to Chamber membership.

Event Operations & Execution

- Oversee all logistical aspects of event delivery, including venue coordination, vendor management, audiovisual, catering, transportation, setup, and teardown.
- Manage and supervise the Events Coordinator, providing day-to-day direction, mentorship, and performance feedback.
- Ensure all event materials, signage, registration processes, and guest communications are executed to a high professional standard.
- Serve as the senior on-site lead at major events, making real-time decisions to ensure smooth delivery.
- Maintain and continuously improve standardized event processes, templates, and checklists to support consistent, high-quality execution.
- Liaise with vendors and negotiate contracts to secure cost-effective, quality services.
- Responsible for event ticket sales and overall event revenue to forecast and budget.

Budget & Financial Management

- Develop and manage budgets for each event, ensuring cost-effective delivery without compromising quality.
- Monitor and report on event revenue and expenditures against budget on an ongoing basis.
- Oversee ticket sales, payment collection, and invoicing processes in collaboration with the Events Coordinator.
- Identify opportunities to maximize event revenue through sponsorship activation, ticket pricing strategy, and attendance growth.
- Ensure all financial processes comply with Chamber policies and reporting requirements.

Stakeholder & Member Engagement

- Build and maintain strong relationships with event sponsors, partners, venues, and vendors to support successful event delivery.
- Collaborate with the Chamber's communications team to develop and execute event marketing and promotion strategies.
- Work with the Partnerships Advisor to ensure event logistics and partner commitments are coordinated effectively.
- Engage with Chamber members to understand their event needs and preferences, incorporating feedback into future event planning.
- Support the activation of sponsorship commitments at events, ensuring sponsors receive value and recognition aligned with their agreements.

Team & Cross-Departmental Leadership

- Directly supervise the Events Coordinator, supporting their professional development and ensuring effective delegation of event tasks.

- Maintain strong working relationships across all Chamber departments to ensure event requirements are met and cross-departmental collaboration is effective.
- Contribute to the broader Strategic Programming department as a collaborative and solutions-focused member of the team.
- Support the Director with operational planning, reporting, and other departmental initiatives as needed.

Other duties as assigned.

Qualifications

- Post-secondary diploma or degree in Event Management, Business Administration, Hospitality, Marketing, or a related field; or equivalent combination of education and experience.
- 5–7 years of progressive experience in event planning and management, with a minimum of 2 years in a supervisory or team lead capacity.
- Demonstrated ability to manage multiple events simultaneously across varying scales, formats, and audiences.
- Strong budget management skills with experience tracking and reporting on event financials.
- Excellent organizational skills and attention to detail, with the ability to manage competing priorities and deadlines in a fast-paced environment.
- Effective verbal and written communication skills, including the ability to develop event briefs, reports, and stakeholder communications.
- Proven ability to lead, mentor, and develop team members.
- Experience negotiating and managing vendor and venue contracts.
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint); experience with CRM systems (Microsoft Dynamics preferred).
- Ability to work flexible hours, including early mornings, evenings, and weekends as required by the events calendar.
- Valid driver’s license and reliable vehicle required.

Personal Attributes

- Confident and calm event leader who brings ownership and energy to every stage of the event lifecycle.
- Skilled at delegating, coaching, and developing team members to maximize performance and grow capability.
- Financially disciplined, with a results-oriented approach to budget management and revenue generation.

- Relationship-oriented, with the ability to build trusted connections with members, sponsors, vendors, and colleagues.
- Detail-oriented and highly organized, with the ability to manage multiple events and priorities simultaneously.
- Adaptable and solutions-focused, responding calmly and decisively to changes and challenges.
- Collaborative team player who works effectively across departments and functions to achieve shared goals.
- Willing to work flexible hours and accommodate schedule adjustments to support events, deadlines, and team needs.

Work Requirements and Environment

- Represent the Edmonton Chamber of Commerce in a professional, non-partisan manner.
- Assist with Chamber meetings and events, including occasional after-hours commitments.
- Maintain confidentiality and uphold the Chamber's values while supporting member driven policy priorities.

To apply, please submit a cover letter and a resume to Jill Kaufman, jkaufman@edmontonchamber.com.