



POSITION: Event and Administration Assistant

Reports To: Executive Director
Type: Full Time, Contract, 35 hours/week
Term: TBD (16 weeks)
Salary: \$21.30/hour

ORGANIZATION OVERVIEW

Kitchener-Waterloo Oktoberfest (KWO) is a not-for-profit organization that celebrates Waterloo Region’s Bavarian heritage, culture, and community spirit. With the support of over 350 volunteers and staff, our events and programs bring people together, attract tourists, and contribute to the vibrancy and economic impact of our region.

POSITION SUMMARY

The Event and Administration Assistant provides essential support to ensure the smooth planning and execution of KWO events and day-to-day administrative operations. Reporting to the Executive Director, this role assists with event logistics, volunteer coordination and office administration while contributing to an exceptional experience for attendees and stakeholders.

KEY RESPONSIBILITIES

Event Coordination

- Assist in planning and organizing Festival events, including scheduling, vendor coordination and on-site logistics.
- Prepare event materials such as signage, schedules and registration lists.
- Support volunteer recruitment, training and communication.
- Attend events to provide on-site assistance and ensure smooth operations.

Administrative Support

- Manage general office tasks including answering inquiries, filing and maintaining records.
- Assist with the coordination of businesses participating in the Eat | Stay | Play program.
- Assist with online Shopify merchandising program.

Customer Service & Communication

- Respond to inquiries from participants, vendors and partners via phone, email and in person.



- Provide accurate information about Festival events and programs.
- Support internal communication between staff and volunteers.

Data & Reporting

- Maintain databases for event registrations, volunteer information and contacts.
- Assist in compiling post-event reports and feedback summaries.

Other Duties

- Perform additional tasks and projects as assigned by the Executive Director.
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WORKING CONDITIONS

- Standard office hours: Monday to Friday, 9:00 am – 5:00 pm.
 - Flexible work arrangements may be approved by the Executive Director.
 - Evening and weekend work may be required during peak event periods. Lieu time may be accumulated.
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QUALIFICATIONS

- Post-secondary education in Event Management, Business Administration or a related field.
 - Experience in event coordination and administrative support, preferably in a non-profit or community setting.
 - Strong organizational and time-management skills with attention to detail.
 - Proficiency in Microsoft Office Suite and familiarity with database systems.
 - Excellent written and verbal communication skills.
 - Ability to work collaboratively in a fast-paced environment and manage multiple priorities.
 - Customer-service oriented and passionate about community engagement.
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Send your cover letter and resume to: info@oktoberfest.ca

Application Deadline: April 1, 2026

Positions subject to approval by Service Canada – Canada Summer Jobs