



## Job Posting

Job Title: Coordinator, Store Seminars  
Status: Full Time  
Reporting to: Store Manager – London  
Location: London, Ontario

### **About Lee Valley:**

Since 1978, Lee Valley has recognized that woodworking and gardening are not just hobbies, but are for many a lifestyle choice. Lee Valley Tools enjoys a proud 40-year history of providing high-quality woodworking, gardening, hobby, hardware, gift and seasonal merchandise to customers worldwide. Our customer service is renowned. We pride ourselves on providing quality in all products, whether developed and manufactured internally or sourced elsewhere.

A position at Lee Valley is more than just a job – we honor the time and dedication that our people give by providing sustained and meaningful employment and we strive to provide an environment where learning and development are encouraged.

### **Opportunity:**

As a key Lee Valley team member, the Seminar Coordinator is responsible for overseeing and implementing all activities required to smoothly administer the store seminar program while remaining mindful of content expectations and company standards.

### **Key Responsibilities:**

- Coordinate seminar program, including locating and booking external presenters, negotiating fees and other costing responsibilities, ensuring appropriate content and assisting in the development of store staff to be presenters
- Maintain accurate records and provide reports to management in a timely manner
- Coordinate all logistics of the seminar programs, including set-up, signage, displays, facilitation, payment to presenters and the maintenance and repair of seminar equipment
- Partner with the National Seminar Coordinator on seminar topics and the preparation of seasonal brochures and seminar schedules
- Work and communicate effectively with the Manager and Assistant Manager, as well as the National Seminar Coordinator
- Perform tasks as requested by the Manager and/or Assistant Manager
- Perform additional tasks and duties required to ensure the successful and efficient operation of a retail location while maintaining high-quality service standards

### **Knowledge and Skills:**

- A minimum of two years of experience in a customer service environment; previous retail experience strongly preferred
- Strong interest in at least one of Lee Valley's core areas of business, with a passion for sharing knowledge; post-secondary degree or diploma in woodworking, horticulture or other related field considered an asset
- Creative with an aptitude for writing copy and developing content
- Detail oriented with strong organizational skills
- Ability to plan ahead, prioritize goals and respond with urgency when required
- Exceptional interpersonal skills with proven ability to provide outstanding customer service, handle difficult situations and exercise judgement when dealing with escalating issues
- Fluent in English with excellent written and verbal communication skills; able to give clear direction and collaborate and share ideas with team members, as needed
- Computer proficient with intermediate knowledge of the MS Office suite; ability to learn and adapt to new software
- Previous experience in training, education or program administration considered an asset
- Available to work flexible hours (i.e. work earlier or later shifts to complete specific tasks)
- Advanced knowledge in Lee Valley's core areas of business considered an asset

Interested in joining the Lee Valley Team?

**[Apply online using ADP](#)**