



CAREER OPPORTUNITY

SporTT is seeking to recruit a suitably qualified individual for the following position:

ASSISTANT, RESERVATIONS

JOB SUMMARY:

The incumbent will be required to manage inbound and outgoing phone calls, email requests and face-to-face interactions with a friendly, helpful approach for customers requesting use of SporTT's various sporting and event facilities. They will seek to build and maintain strong relationships with customers and collaborate with cross-functional leaders internally to deliver consistently excellent customer experiences, thereby fulfilling the mandate of SporTT.

ROLES AND RESPONSIBILITIES:

- Assist in scheduling of sport and recreational activities at the facilities
- Assist in the preparation of client contracts and all other approval documents with respect to use of SporTT facilities
- Assists in the preparation of reports on facility usage
- Maintains current information in corporate databases for business contacts, consumer databases, performers, artists, sponsors and vendor lists
- Responds quickly and efficiently to all incoming enquiries, written proposals for use of SporTT facilities
- Maintains an up-to-date schedule of bookings, events and enquiries from potential customers
- Acts as liaison between the client and facility and assists with managing on-site production and clean up for events as necessary
- Provides total quality customer service to clients including conducting regular meetings and feedback sessions with the clients
- Conducts site visits with stakeholders
- Issues event schedules to relevant personnel in a timely manner
- Attends events to facilitate operations and responds to emergencies, problems, etc., ensures all aspects of events are implemented and controlled according to plans
- Conduct all duties in conformance with Health, Safety, Environment & Security (HSE &S) requirements
- Performs special assignments and other related duties as required
- Interface with clients
- Calculate & record waiver fees according to approved rate structure
- Ensure all compliance requirements are met for reservations
- Conduct pre and post event evaluation
- Conduct client satisfaction survey
- Provides reports on Reservation activities
- Provides reports on Refundable Fees

QUALIFICATIONS:

- Certification in Event Management, Sport Management, Recreation Management, Hospitality Management, Marketing or Public Relations from an accredited institution
- Five (5) CXC passes including Mathematics and English
- Or
- Any equivalent combination of experience and training



EXPERIENCE:

- Minimum of three (3) years' experience in a related field

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient in the use of Microsoft Office Suite
- Proficient in the use of virtual meeting platforms and related technology
- Client & customer care focused attitude
- Knowledge of the principles and practices involved in event and protocol management
- Knowledge of sport & recreation management and coordination of sporting activities
- Knowledge of marketing, public relations, advertising, promotion and other marketing communication methods
- Ability to express ideas orally or in writing in individual or group situations
- Ability to seek ways to continuously improve external and internal customer satisfaction with product or service quality and on-time delivery
- Ability to establish and maintain effective working relationships with colleagues and members of the public
- Ability to work as part of a team, working toward solutions which generally benefit all involved parties
- Ability to prepare comprehensive reports
- Ability to observe and maintain confidentiality in the performance of duties

All Candidates must possess good interpersonal skills with a strong work ethic and commitment to excellence. Candidates must be able to deliver superior quality in a fast-paced environment.

Applications with full resumes should be sent to:

The Human Resource Department
The Sports Company of Trinidad and Tobago Limited
National Cycling Velodrome, Off Couva Main Road, Balmain, Couva

Or

recruitment@sportt-tt.com

Deadline for submission of applications:

No later than Friday 13th March 2026 at 4:00pm

Dated: 2026 March 01