

## Position: Administration & Development Coordinator (On-site Role)

**Start Date:** October 2024

**Remuneration:** \$19.95/hr, standard hours of work 15-20hrs/week (30-40 hrs bi-weekly) preferably over a 2-3 day period. Vacation Pay (4%) will be paid in lieu of vacation days.



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### JOB DESCRIPTION & MAIN FUNCTIONS

This position requires a self-motivated individual committed to the improvement of process and overall success of Aultsville Theatre. The successful candidate should have a background in theatre operations, business management and/or special event planning, with a demonstrated strength in customer service and overall strategy implementation. The Administration and Development Coordinator will play a critical role in supporting our clients, team, and patrons with direct contact with the public and the Theatre's clients on a regular basis.

This position provides administrative support related to advancing rental events and activities; marketing support and will in many cases serve as the first point of contact for inquiries from potential clients and the public.

The successful candidate will be a strong communicator, creative thinker and have the skillset to support promotional and marketing communication strategies for social media and website content using various apps/platforms and provided equipment.

**Reports to :** Aultsville Theatre General Manager (GM)

#### General responsibilities of the position include, however not limited to:

- **Administration:** Provide administrative support to General Manager including but not limited to providing availability for potential bookings to clients; assisting with contracts and ticket setup; coordinating insurance paperwork; keeping files up to date; following up on outstanding payments; providing schedules to suppliers to ensure the smooth running of all events.
- **Guest Services:** This role will be the first point of contact on phone calls, and emails providing information to the general public about upcoming events, and ticket purchase details.
- **Client care:** Focus on client needs within the scope of the Theatre's policies and procedures; assist with the needs of clients acting as a secondary contact in the absence of the General Manager. Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations with the organizational parameters.
- **Communications:** Implement marketing strategies for the purposes of keeping the public informed on theatre events, and the day-to-day role of the organization within the community through various apps, social media, and content management systems. This role would also assist in the implementation of the marketing plan with the goal of increasing our digital reach to increase ticket sales as well as increase community awareness of our work and brand.
- **Fundraising:** Assist in the implementation of the fundraising plan as well as provide administrative and logistical support for various fundraising activities throughout the year.
- **Foster teamwork:** Lead and support a positive and inclusive working environment. Work cooperatively and effectively with others. Ensure superb customer service.
- Attend meetings and/or training as required.

## **HOURS OF WORK**

Standard hours of work will be 15-20 hours/week, 30-40 hours/bi-weekly. There will occasionally be requirements to work flex time, including evenings, weekends and statutory holidays, or as required by the General Manager to accommodate event scheduling.

## **REQUIREMENTS & QUALIFICATIONS**

- A minimum of three to five years of experience in theatre, non-profit or business environment or special event planning/coordination.
- Box office and ticketing experience; prior knowledge of ticketing practices/systems would be an asset.
- Administrative experience (working with various cloud and online platforms, including Google Workspace and Microsoft Teams).
- Social media/ branding experience (ability to use various apps/software including, but not limited to: Google My Business, TikTok, Facebook, Instagram, Youtube, Canva) would be an asset.
- Basic to intermediate level of knowledge of photo/video equipment and apps.
- Ability to work independently and with a diverse team, effectively managing time and resources.
- Experience working with inventory and cash control procedures.
- Excellent communication skills, both written and oral; strong command of the English language. Bilingualism will be considered an asset.

### **Working conditions & requirements:**

- PHYSICAL DEMANDS – low to moderate; administrative work will require prolonged period at in front of a computer; occasional lifting and carrying (ie. cases of water, stanchions, folding tables, ticket boxes) may be required; occasional kneeling, pushing, pulling, and lifting; frequent ascending and descending of ramps and stairs.
- NOISE LEVELS - normal to loud; situationally dependent, soundcheck/performance audio and/or audience size can produce high levels of noise.
- LIGHTING CONDITIONS - normal to dark; situationally dependent; bright in lobby, office, and pre-show conditions; frequent low light conditions, very dim to dark during performances.

### **Application Process:**

Interested candidates should provide a cover letter and resume to [gm@aultsvilleteatre.com](mailto:gm@aultsvilleteatre.com) by 5pm **Monday, September 30, 2024.**

**Note:** The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete description. Aultsville Theatre reserves the right to amend this position description at any time provided that such change does not represent a substantive change in the purpose or essential nature of the position.