

Volunteer Services Coordinator

Youth Singers (YSC) is one of Calgary's premiere performing arts education organizations for youth and adults. We have over 500 members, ranging in age from three and a half to senior citizens, and offer music and dance training in 15 different divisions.

Various YSC divisions and choirs rehearse or hold classes five days a week and on many weekends, and we produce two shows at the Jubilee Auditorium each year, in addition to over 75 performances throughout the community each season.

All told, our volunteers (predominantly consisting of our member families) contribute over 25,000 hours annually in areas ranging from rehearsal and performance chaperones to special event planning to theatrical design and production (wardrobe, props, sets, etc.) to organizing our music library to serving on our board of directors and so much more.

Additionally, we have one of the largest bingo programs in the province, which in conjunction with regular casinos provides a substantial portion of our operating funds.

We have an administrative team of nine to 11 people amounting to seven full-time employees, as well as an artistic team of 50 part-time contract choral directors, choreographers, accompanists, theatre arts instructors, composers, arrangers, theatre technicians, and more.

Find out more about us by visiting youthsingers.org and youtube.com.

Corporate Culture

We are a non-profit organization with a strong culture of collaboration and creativity. We have many specialists, in both our administrative and artistic staff, but we all pitch in to make things happen, whether that's helping a co-worker with a big project, answering the phones, or calling up a contact or vendor that may be slightly outside of our purview.

We are an arts organization that takes great pride in our artistic process and product but understands that our success is underpinned by a strong business sense and administrative backbone. We are a frugal company, looking to stretch our donors' dollars to the maximum, while still providing a world-class program and experience for both our singers and the professionals who work with them.

The Position

The volunteer services coordinator is part of Youth Singers' administrative support team, working toward the ongoing health, growth, and development of the organization. This position reports directly to the senior manager of people and Education and answers to the senior leadership team of four individuals.

Core responsibilities include:

- **Volunteer Activity Management:** Under the guidance of YSC's senior management team, understanding the volunteer needs of every department and recruiting volunteers to fill these positions, working with our administrative team and departmental volunteer managers to track

members' volunteer hours, ensuring that members have been given sufficient opportunity and encouragement to complete their volunteer commitments, and offering leadership to the volunteer councils for each division. We want our volunteers to feel that they are in the right role, ranging from challenging and interesting to manageable and low-stress, depending on their desire and needs. There are many ways for people to be involved at YSC; we want them to fit into the right place.

- **Volunteer Training & Resource Management:** Ensuring that policies and procedures are made available to volunteers and ensuring that individuals are trained within the guidelines laid out in our various policies, procedures, and manuals. You may, at times, be responsible for updating some of these documents under the supervision of senior staff members.
- **Facility Support:** This individual is responsible for ongoing basic facility upkeep and management tasks, including managing garbages and recycling, completing basic setup (i.e. tables and chairs) for room bookings on a daily basis, working with specialized volunteers and contractors for more extensive repairs and maintenance, light cleaning and tidying of the kitchen and common areas on a regular basis, escalating larger building concerns to senior staff, etc.
- **Bingo Volunteer Management:** Overseeing the bingo and gaming schedule, recruiting volunteers to work over 150 bingo events each year, tracking members' bingos worked and being on call during events (in conjunction with our volunteer bingo managers).
- **Rehearsal Support:** Be on-site during all rehearsals unless otherwise arranged, answering members' questions and problem-solving at the moment when other staff may not be available.
- **Event Support:** We produce two mainstage shows, perform upwards of 50 times in the community, and run one major fundraising event each year. A member of this team is on-site for the mainstage shows and fundraising events, and at other events as needed (typically all events in which singers in grade 12 and under are involved, and some beyond that).
- **Office/Admin Support:** The member services department is a key part of YSC's administrative team and will pitch in when necessary.
- **Member-Driven Fundraising Support:** This office works closely with the development department to execute member-driven fundraisers (i.e. raffle tickets, Purdy's Chocolate sales), connecting with families during rehearsals and arranging for volunteer support to run these campaigns.

Who Are You?

The traits of a successful applicant boil down to a few key points. If this job is for you, you are:

- A friendly people person, able to build relationships and trust with our families (and significantly, our parents, who volunteer as a part of their child's musical education).
- An interest in and aptitude for using technology and web tools to make work more efficient is a must. The ideal candidate is not only proficient in Microsoft Office and G Suite (the expected level of proficiency includes tasks such as mail merges and pivot tables), but also has experience with or is a quick study at using specialized tools such as Eventbrite, Sign Up Genius, MailChimp, etc. We expect you to ask questions readily when you're unsure, make liberal use of Google and online tutorials when necessary, and retain information easily so that you can do it yourself the second time.
- Organized and able to multi-task. You are responsible for overseeing many work hours and individuals, and you work with staff across all departments of the organization. This position requires excellent time management skills, seeing the big picture of an entire season, and prioritizing your duties to ensure that the minutiae doesn't fall between the cracks.
- Strong interest in volunteer management as an area of expertise and growth. We are looking for someone who wants to grow and who has a passion for volunteerism. Whatever experience you

bring to the role, the ideal candidate has further to go in their excitement for this sector of the non-profit world.

Skills & Qualifications:

- Two to four years experience in a leadership or supervisory position, either as a high-level volunteer or an employee.
- Bachelor's degree or equivalent work experience.
- Experience working in the performing arts (particularly backstage or on the production side) is an asset but not required. Regardless of your experience level, a love of music and enthusiasm as a patron of the arts is an important quality in our team.
- Up-to-date police check or willingness to acquire prior to employment being confirmed.
- Excellent written and verbal communication, critical thinking, and problem-solving skills.
- Individuals who proceed to the interview stage will be asked to provide a sample of written work and will be tested on your knowledge of basic Microsoft Office and Windows OS tasks.
- Comfortable working autonomously. The volunteer services coordinator is a part of a large, vibrant team, but often works without direct supervision and must be a self-starter.
- Vehicle ownership for use at off-site events is a significant asset.
- A cell phone that you are willing to use for work purposes is a significant asset.
- Ability to lift 50 pounds.

This is a full-time position. Your core hours (September through May; summer hours can be more flexible) are approximately 1:00 to 8:30pm, Monday to Thursday and 9:00am to 12:30pm, Saturdays, with flexible Friday hours. Add some extended weekends beyond Saturday morning (average of two/month—more during our busy performance season; fewer during our slower months) to bring the position to full-time hours. Overall, hours worked can and will be adjusted to meet the needs of the organization. Outside of the on-site or on-call needs of the organization your hours can be flexible to your needs.

Compensation & Perks

- **Salary:** \$33,600 annually.
- **Flexible Schedule:** YSC utilizes a *lieu time* model of hours tracking and overtime. There are peaks and valleys to the demands on your time. Some weeks demand more than others, and you will be expected to work until the job is done; however, using your accrued lieu time is expected and encouraged to maintain a healthy work-life balance and to balance out your hours when there are slower periods.
- Remote work capability and flexibility for scheduled work from home when your workload permits.
- Significant YSC program tuition discounts for immediate family members—commensurate with salary/contract size.
- Discount on facility rentals for personal events.
- Casual dress code.

To apply please submit your resume and cover letter by visiting amilia.com.

Applications will remain open until **July 5, 2019, at 5:00pm** or until a suitable candidate is found. The position will begin in August.