

# THE GRAND

## EVENTS COORDINATOR

### Why work at The GRAND?

The GRAND is Western Canada's oldest theatre and has been an integral contributor to Calgary's theatre and live performance communities for over 100 years. The GRAND is a non-profit organization committed to supporting our local arts community. A vision for the "new GRAND" has recently been created with its prime goal to be Calgary's Contemporary Culture House, including artistic works from a variety of disciplines such as theatre, dance, visual, music and storytelling.

The GRAND is currently hiring in a number of important roles, as a key component of this vision is to bring together a team of talented and committed people who are passionate about the arts and who possess the skills and drive necessary to bring this new vision to fruition.

[Learn more about The GRAND at our website.](#)

### How do you fit in?

The **Events Coordinator** is the point person for all arts-focused event rentals that involve theatre spaces and services in The GRAND. The Events Coordinator is the first point of contact for clients, provides tours to prospective clients, provides quotes for space, equipment, services, and food and beverage, and follows the quotes and negotiations through to contract. The Events Coordinator works with The GRAND's technical team to prepare quotes for the space and equipment needs of the client. The Events Coordinator acts as the primary onsite representative during the event as required or assigns a designate in their absence.

In addition to the above, the Events Coordinator will also work with management to develop sales and marketing strategies and plans to increase revenues for the event business at The GRAND including, but not limited to, developing client relationships and referrals, maintaining a database of clients and potential clients, maintaining accurate records of all sales and prospecting activities.

The right candidate faces each day with optimism. They are flexible, adaptable to change, a proactive multi-tasker, and are adept at forging relationships within the community and with all internal and external stakeholders of The GRAND. This candidate takes initiative and always goes the extra mile, supporting the team with needed tasks no matter how small, with a positive attitude and image at all times.

### What you'll be doing:

#### Events Coordination

- Correspond with clients and prospective clients;
- Help set expectations so that clients have an exceptional experience from beginning to end;
- Provide clients with accurate and timely information regarding their events;
- Accompany clients on tours and accurately represent The GRAND using appropriate language and messaging;
- Provide clients with contracts regarding their events and provide the The GRAND's Financial Manager with these documents for the purposes of invoicing and collecting payment;

- Be present at all events as the client's primary contact or designate a qualified alternate for this purpose (when available);
- Handle client complaints and solve problems creatively and efficiently;
- Follow up with clients after events to build an ongoing relationship and establish opportunities for repeat business;
- Ensure The GRAND's policies and procedures are communicated and maintained;
- Communicate with event-specific vendors to maintain a positive relationship;
- Other responsibilities as assigned by the Leadership Team;

#### **Administration**

- Lead the set-up and implementation of The GRAND's event software;
- Ensure that internal communications are as efficient as possible and contribute to the overall effectiveness of the team;
- Attend and participate in relevant internal meetings, team meetings, and production meetings;
- Work with the senior management to develop strategies and execute plans to grow Events Business;
- Keep an accurate and updated list (weekly) of contacts for past, current, and prospective clients with detailed notes and make sure all clients are recorded in The GRAND's CRM in appropriate groups;
- Assist in developing plans for events marketing in conjunction with the GRAND's Marketing team, this includes attendance at department marketing events;
- Develop and maintain a comprehensive set of marketing packages for The GRAND;
- Work with senior management to develop and execute plans increasing connection with events clients and patrons for the purposes of exposing The GRAND's artistic mandate and identifying key people in the building for the marketing/fund development departments;
- Enter events attendance numbers and statistics into the appropriate section of the GRAND Master Report;

#### **Experience:**

- 3+ years of booking and events Industry experience
- Intermediate skills in Microsoft Outlook, OneDrive, Word, PowerPoint and Excel
- Experience with event management software, or the ability to easily learn new software, is considered a strong asset

#### **Core Competencies:**

1. **PLANNING AND ORGANIZING:** Solid organizational and project management skills.
2. **INFORMATION SEEKING:** efficiently and effectively gather information, identify information required to clarify a situation, and seek information from appropriate sources.
3. **ACTION MANAGEMENT:** Lead team members to successfully complete projects and deliverables.
4. **INITIATIVE:** Demonstrate the ability to take initiative and be self motivated.
5. **FOCUS ON QUALITY AND DETAILS:** Detail oriented and creative problem solver who consistently prepares high quality work.
6. **PARTNERSHIP, NETWORKING AND RELATIONSHIP BUILDING:** Build lasting relationships and make connections to other areas of the organization or opportunities -- includes developing relationships with internal stakeholders as well as external stakeholders, such as clients, other venues, and vendors
7. **COMMUNICATION:** excellent communication skills both orally and written and also a quick and effective communicator
8. **MARKET KNOWLEDGE:** understanding of the venue rental market in both the special events and performing arts area
9. **REVENUE DRIVEN:** deep understanding of how venue rentals contribute to the revenue possibilities of the GRAND, including in price setting and selling the venues

**Where you'll be working:**

This position is in The GRAND building located at 608 1 St SW in Calgary, Alberta. Some remote work may be possible.

**Details:**

Presently this is a part-time role allowing for flexibility with the plan to move to full time as event bookings ramp up over the next year.

Interviews for this position will commence August 23rd, with an ideal start date of mid-September.

**Salary:**

\$40,000-\$65,000 based on experience. A competitive compensation package, including extended health benefits, is offered.

**Ready to join our team?**

If you'd like to be part of a non-profit organization that is committed to being Calgary's Contemporary Culture House and fostering an environment where everyone feels welcome and respected, The GRAND is the place for you!

To apply, submit your detailed cover letter and resume in confidence to Erynn Lyster by email to [info@thegrandyyc.ca](mailto:info@thegrandyyc.ca). Please include in the subject line: "Events Coordinator application".

**Deadline to apply is August 20th at 4:00PM.**

The GRAND is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, race, ethnicity, indigeneity, gender, gender-identification, or sexual orientation. We encourage and welcome applicants of Indigenous heritage, applicants who identify as racialized, marginalized or disabled, people of colour or diverse cultural backgrounds. We endeavour to provide a culturally safe and supportive environment and have an existing work-place harassment policy with zero tolerance for harassment in all working environments.

The GRAND is committed to providing reasonable accommodations for persons with disabilities in all parts of the hiring process. The GRAND invites candidates who may require assistance during the application and/or hiring process, to let us know and we will work with them to meet their needs.

*We appreciate your interest in working with us, but only those applicants selected for interviews will be contacted.*