



# Booking Logistics Coordinator

Reporting to the Associate Director, Event Services, the Booking Logistics Coordinator is responsible for supporting with processes and administrative duties within the Event Services team. This role works to ensure that the department has the assistance needed for achieving operational efficiencies within their day-to-day duties and in the execution of events.

As someone with a meticulous and proactive mindset, you can manage varying administrative priorities simultaneously and with ease. Possessing both a strong attention to detail and exemplary communication skills, you can ensure that all documentation, invoices, contracts, show notes, and associated event materials are always handled with tact and accuracy.

Utilizing your keen sense of observation and critical thinking abilities, you can anticipate needs and resolve problems quickly. In addition, you value the importance of keeping a tight deadline. As a natural collaborator, you can work with both internal and external teams to communicate key information, create mutual understanding, and deliver on the needs of the team and Arts Commons' clients. Overall, you are a master multi-tasker of all administrative logistics relating to events and bookings, with a passion for client service.

## Who we are:

Arts Commons is an ecosystem inclusive of artists, resident companies, and community groups. As one of the largest performing arts centres in Canada, Arts Commons strives to break down barriers to cultural participation by providing a modern, open and inclusive gathering space in a central location.

## At Arts Commons:

Our belief

- That equitable access to the arts is a human right

Our responsibility

- To redefine a bold and adventurous Calgary by championing and investing in creativity

Our mission

- To be an inspirational force where artists, community and organizations celebrate cultural identities, experience the full breadth of human emotions, and ignite positive change

## At a glance

**Employment:** Permanent, Salaried

**Hours:** FT (40 hrs); occasional evenings and weekends, as required

**Start Date:** ASAP

**Salary:** \$45,000 - \$52,000 annually

**Location:** Calgary (in-office)

Join us today and see for yourself some of the many reasons why we were voted one of Alberta's Top Employers!

**To apply, send your resume and cover letter to:**

[employment@artscommons.ca](mailto:employment@artscommons.ca)

**Closing Date:** April 8, 2024

## What we offer:

On top of the excitement of working inside one of Canada's top performing arts facilities with a team of professionals that share a passion for the arts, Arts Commons offers a competitive salary and a wide range of benefits:

- A collaborative, engaging and values driven work environment
- An annual salary in the range of \$45,000 - \$52,000
- A comprehensive health and dental benefits package, with RSP matching and access to an Employee & Family Assistance Program (EFAP)
- A positive working culture, keeping employee health and wellness a priority with generous paid time off policies and an annual lifestyle allowance
- A dynamic role that will have you engaging with the arts and communities in many ways

## What we value:

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts. Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts, and arms.

## What you will get to do here:

Working within a fluid and fast paced environment, the Booking Logistics Coordinator is responsible for ensuring that paperwork and any administrative correspondence relating to events, bookings, patron services and general venue operations is completed, processed, and communicated to the appropriate teams efficiently, effectively, and on time. Covering various administrative functions relating to logistics within the department, this position works to ensure that the team is adequately supported to provide high levels of customer and client service.

Tasks include the management of event related documentation, invoicing, event billing, event database management, creation of estimates and contracts for all events, communicating key information about internal bookings and events, collecting deposits, and other similar duties. Key accountabilities will take a focus on the areas of: Event Services administration and support; Preparation of paperwork and associated materials for events; and Support with the coordination of internal bookings and event logistics.

**Strategic Goals:** Support with the facilitation of efficient event operations and patron experiences through seamless administrative support, documentation, coordination of booking logistics, and ensuring effective communication across all involved stakeholders.

### Where you fit within our ecosystem:

The Booking Logistics Coordinator is part of the Event Services team within Arts Commons' Venue Operations department, which is responsible for liaising with clients, booking events, providing Front of House services, and maintaining the day-to-day operations relating to Arts Commons' venues and facilities. Outside of the department, this role will work closely with Programming, Finance, and internal/external stakeholders such as Resident Companies, vendors, and clients.

## You will be a great fit if you...

### Must have:

- 1-3 years' experience in an event planning, sales coordination, or administrative role
- Excellent verbal and written communication ability
- Proficient at an intermediate level of Word and Excel, with some basic accounting knowledge
- Exudes a confident and authoritative manner in all professional dealings
- Exceptional customer service skills with the ability to efficiently and effectively resolve issues for internal and external clients
- Excellent interpersonal, written and verbal communication skills
- Excellent organizational skills with the ability to work in a collaborative environment, prioritize and manage multiple ongoing projects
- Strong analytical and problem-solving skills with an attention to detail
- Seeks innovative solutions to improve systems, processes and future planning
- A passion for the arts!

### Nice to have:

- Experience working within a Front of House, performing arts or event-based venues, an asset
- Special Events coordination and experience with ArtsVision software, an asset

**If you are interested in applying to this exciting opportunity, please forward your resume and cover letter in confidence to:**

Human Resources  
Arts Commons  
205 - 8<sup>th</sup> Ave SE Calgary, Alberta T2G 0K9  
Email: [employment@artscommons.ca](mailto:employment@artscommons.ca)

*Interviews will be conducted on an on-going basis and the job posting will officially close when a suitable candidate is found. For best consideration, please apply by the deadline date. While we hope to fill this position as earliest as possible, our commitment to finding the right candidate may require more time.*

*We thank all interested applicants in advance but will only be contacting those selected for an interview.*

*If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.*

### **Commitment to Inclusion, Diversity, Equity and Accessibility (IDEA)**

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process.

To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

We strongly encourage applicants who identify as part of underrepresented groups, including women, people of colour and those with disabilities to apply. Even if your past experiences do not align perfectly with every qualification, we strongly encourage you to apply anyway! An excitement and passion for Arts Commons can go a long way here, whether it's in this role or another.