



# Scheduling Coordinator

Reporting to the Associate Director, Event Services, the Scheduling Coordinator is responsible for ensuring the adequate scheduling of all Front of House (FOH) & Bar Operations team members and maintaining appropriate levels of staffing and coverage for all Arts Commons shows and events.

You are a whiz at coordinating staff schedules and keeping all things running smoothly. Combined with a passion for helping to execute events, you can anticipate the needs of the team and organization to ensure that personnel coverage is optimized and aligns with the flow of business needs. With your skillsets in scheduling coordination, planning and problem-solving, you can create a consistent balance between staff availabilities and event requirements through the management of multiple calendars.

Your interpersonal skills and approachable nature allow you to maintain effective communications as you coordinate scheduling across dynamic teams and demographics. When you are not creating or adjusting staff schedules, monitoring the FOH inbox for scheduling updates, or supporting with departmental weekly activities, you are fostering relationships with the team to better understand their needs, capabilities, and strengths, which is essential for big picture planning and development around scheduling.

## 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:** PT (24 hrs/week); occasional evenings and weekends, as required

**Start Date:** ASAP

**Salary:** \$29,950 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 of \$29,950 (24 hours per week)
- 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 Scheduling Coordinator is responsible for strategically scheduling casual staff for shows and events, ensuring that we can deliver exceptional client service, maximize patron experiences, and see to each event's overall success. This role will create, monitor, and modify staff scheduling to guarantee effective operations and appropriate staffing coverage in all areas of FOH (including Ushers, Floor Captains, and Assistant House Managers), Bar Operations, Set-Up Crews, and Volunteers.

The Scheduling Coordinator will make informed scheduling decisions with an attention to detail and understanding of Arts Commons venues, in order to sustain well-staffed events and a fulfilled team. Outside of the general client & patron services administrative duties that come with scheduling, this role supports team members by building rapport – allowing them to learn team dynamics, understand how to effectively assemble the casual team in planning, and bring awareness to any relevant scheduling or staffing considerations to management.

**Strategic Goals:** Lead the monthly scheduling process and manage appropriate staffing coverage for all shows and events, ensuring a balance between numbers of staff required, skillsets, appropriate coverage for staff training and support, back-up coverage, and accounting for staff availabilities and desired shifts.

### Where you fit within our ecosystem:

The Scheduling Coordinator is part of the Client & Patron 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 and large team of casual staff, this role works closely with HR and volunteers.

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

### Must haves:

- 1-3 years' experience in a scheduling, customer service or administrative support position
- Proficient at an intermediate level of Word and Excel
- Strong interpersonal skills, with demonstrated experience, ability, and commitment to working with individuals and teams that are mixed across lines of difference such as race, gender-identity, sexual orientation, religion, ability, age, class and immigrant status
- Exceptional problem-solving skills, as required for attending to dynamic scheduling needs in a fast-paced environment
- Excellent interpersonal and communication skills, including in person, over the phone, and via email
- Excellent organizational skills with the ability to work in a collaborative environment, prioritize and manage multiple, ongoing tasks or staff considerations
- Strong analytical and problem-solving skills with a flexible mindset and ability to troubleshoot concerns ahead of time
- Seek 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
- Prior experience working directly with scheduling tools and managing staff scheduling needs, an asset
- Experience with Arts Vision 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.