



# Event Services Coordinator

Reporting to the Associate Director, Event Services, the Event Services Coordinator contributes to the success of the organization by supporting with duties relating to sales, bookings, event coordination and general administration.

You have a passion for helping bring client visions to life and are eager to support in elevating the customer experience. Utilizing your knowledge of the arts sector and meeting & event industry, you contribute to the efforts in highlighting Arts Commons and our spaces as a top destination for hosting a variety of unique and special events.

You have a flair for sales and can influence customers through your excellent customer service and negotiation abilities. You are flexible and adaptable to change – often supporting the team with needed tasks, no matter how big or small, with a positive attitude.

When you are not assisting with booking and sales strategies to develop client and event opportunities, you are on-site coordinating all the details of an event to ensure client satisfaction or advancing the event details of internal bookings. You are motivated to go the extra mile, and always exude exemplary communication, problem-solving, organization, and multi-tasking skills with professionalism.

## 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); with flexibility to work occasional evenings and weekends, as required  
**Start Date:** ASAP  
**Salary:** \$49,000 - \$53,000 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: October 18, 2023**

## 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 \$49,000 - \$53,000
- 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 work environment, the Event Services Coordinator supports with strategically booking spaces within Arts Commons and promoting related services to maximize revenues. Whether it be a wedding, presentation, conference, gala, special meeting, or internal performance, the Event Sales Coordinator exercises exemplary attention to detail, communication, and organization skills to bring client events to life.

The key accountabilities of this role will take a focus on the primary areas of: Assisting in maximizing sales and bookings for external clients; Support of all internal bookings; Event coordination, administration and support; Business Development and Sales Strategies; and Curation of Arts Commons spaces.

### Strategic Goals:

Promote services and generate revenues through venue and event bookings within Arts Commons' spaces, and assist with departmental administration, planning, coordination, and execution of client events – with quality service and professionalism at every interaction.

### Where you fit within our ecosystem:

The Event Services Coordinator is part of the Event Services team within Arts Commons' Venue Operations department. This team is responsible for liaising with clients, booking events, and providing all services to ensure the smooth execution of events. This position works closely with the Finance, Programming and Production teams, as well as our Resident Companies, third-party clients and external community groups and partners.

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

### Must have:

- 2-4 years' experience working in an event planning or sales coordination role
- Currently pursuing or possess a certificate/diploma/degree from a recognized post-secondary institution in the areas of Event Management or Event Coordination
- Client & patron services experience, with an emphasis on exceptional customer service skills and an ability to efficiently and effectively resolve issues for internal and external clients
- Experience with special events co-ordination and budgeting
- Knowledge and understanding of the arts sector, meeting & event industry, and local media landscape
- Ability to stand and work at functions for up to four hours at a time
- Exude a confident and authoritative manner in all professional dealings
- Excellent organizational skills with the ability to work in a collaborative environment, prioritize and manage multiple ongoing projects
- Excellent customer influence and negotiation skills
- Strong analytical and problem-solving skills with an attention to detail
- Seeks innovative solutions to improve systems, processes and future planning
- Positive working relationships and demonstrated teamwork with internal and external contacts while working towards the success of Arts Commons
- Advanced proficiency with Microsoft Office suite, with some accounting knowledge
- A positive attitude with excellent interpersonal, oral and written communication skills

### Nice to have:

- A passion for the arts!
- 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.