

Location: Vancouver - Point Grey Campus
Employment Group: CUPE 2950 (Cler/Secr/Library)
Job Category: CUPE 2950 Administrative Support
Classification Title: Administrative Support 3 (Gr6)
Business Title: Rentals and Programming Assistant
VP/Faculty: Faculty of Arts
Department: Chan Centre for Performing Arts
Salary: \$42,108.00 (Annual) Full-Time Ongoing:
Desired Start Date: 2017/04/10
Funding Type: Budget Funded

Job Summary

Works in a very service oriented industry that involves a variety of clients and patrons who are sometimes demanding. Incumbent must be very customer service oriented and have the ability to continuously maintain a reasonable knowledge of the Chan Centre and its events and services. Must be able to supply and relay correct and adequate information to the public, clients and staff members. Workload can be heavy and working environment at times stressful with frequent deadlines to meet.

Job is performed in an office space shared with work study students. Interruptions from other staff are common and an expected part of the job. Must be able to adapt to changing priorities for work to be completed

Organizational Status

Reports to the Rentals and Programming Manager for programming and rental related duties. Works under supervision of Artistic Presenting Manager on duties related to Chan Centre presentations and reports to the Co-Managing Director of Programming, Marketing and Administration. Incumbent takes initiative to respond to the preliminary inquiries of Chan Centre, clients, academic departments and UBC and external vendors, finding out answers to a variety of questions.

Work Performed

RENTALS: Under supervision of Rentals and Programming Manager:

- Works with Rentals & Programming Manager to maintain accurate and up-to-date schedules for four venues and lobbies. Inputs academic classes and client holds and contact information into the Chan Centre's electronic booking calendar.
- In consultation with Rentals & Programming Manager and using Chan Centre's standard rental policies and procedures, determines suitability of events for Chan Centre venues, informs clients of rental policies including fees and books events. Determines if booking needs to go to Rentals & Programming Manager for follow up.
- From information provided by client and Chan Centre staff, drafts contracts and event estimates from templates for submission to Rentals & Programming Manager.
- Attends weekly booking meetings and updates show files with changes or additions with financial implications
- Disseminates the information necessary for Chan Centre staff to facilitate all aspects of events.
- Proofs standard event settlements for submission to Rentals and Programming Manager.
- As required, conducts standard tours with rental clients.

- Creates monthly calendar of public activities for distribution to UBC parking, custodial and other Chan Centre staff.
- For the purposes of SOCAN's legal requirements, drafts a list of events specifying appropriate tariffs.
- Participates in updating of rental information on Chan Centre website.
- Participates in updating of rental policies and procedures.

CHAN CENTRE PRESENTATIONS: Under supervision of Artistic Presenting Manager:

- Assists with coordinating the programming administrative details associated with Chan Centre presentations (e.g. travel arrangements, local transport, accommodations, artist hospitality requirements, draft work permit exemption letters, prepare invitations for government officials).
- Informs Artistic Presenting Manager of any financial implications as programming administrative details are confirmed.
- Disseminates the information necessary for Chan Centre staff to facilitate all aspects of the events (including hospitality, technical, and front of house). Follows through with administrative details until completion of event settlement.
- Drafts and assists with contracts and offers to contract services for artists based on established templates.
- Data entry and updating of financial details as programming administrative details are confirmed.
- From information provided by Artistic Presenting Manager, inputs Chan Centre Presents holds into Chan Centre's electronic booking calendar and updates details as necessary.
- Participates in gathering information (e.g. receipts and invoices) for the final financial settlement of presentations in a timely manner to meet financial deadlines.
- Prepares and ensures payment for periodic SOCAN Tariff 4 reports on all Chan Centre presentations.
- Help provide Chan Centre marketing department with information updates on Chan Centre events for the website.
- Within established parameters, research topics for Chan Centre Connects outreach activities (including talks, panel discussions, film screenings)
- As required, research the artistic activities and market exposure of performing artist being considered for future presentation seasons.
- Compile statistical information and organize and maintain programming files as required.
- As required, on Chan Centre presentation days, assists with day-of activities and attends to the needs of the artists/speakers. Collaborates with other Chan staff as required ensuring contractual and budgetary requirements are met (may include work on weekends and evenings).

OTHER:

- Provides secretarial support to Programming department, Co-Managing Director and if required other Chan Centre departments when needed.
- For rental and presentation-related items, makes photocopies of Chan Centre documentation, creates files and places documentation of transactions to appropriate production, administrative and events files systems.
- Arranges travel plans for Administration and Finance Department as needed. (i.e. conference registration, airfare and accommodation).- Researches costs of travel related expenses to assist the budgeting process.
- Arranges staff meetings, takes and types minutes. Assists in the organization of staff functions.
- Prepares informational documents for senior management.
- Performs other related duties as assigned.

Supervision Received

Generally works independently under minimal supervision with ongoing consultation with appropriate staff as needed. Performs most duties independently with ongoing consultation with appropriate staff as needed.

Must use judgment within defined policies and parameters to supply and relay correct and appropriate information to the public, clients, vendors (UBC and external) and staff members. Major problems are referred to supervisor.

Supervision Given

Is not required to supervise; may explain work procedures to new or inexperienced staff.

On occasion may direct the work of and provide assistance to employees at lower classifications as requested (e.g., student assistants, Temporary Office Assistants). Explains office routines and practices to new employees.

Consequence of Error/Judgement

Incumbent is expected to use initiative to prioritize and take action on deadlines and multiple ongoing and recurring tasks. Complex problems are referred to supervisor. Poor interpersonal skills could impact on Chan Centre's clients and patrons resulting in loss of revenue through rental income and ticket sales, and could affect staff relations. Lack of excellent customer service and attention to detail, providing incorrect information and not meeting deadlines would have a negative impact on the Chan Centre.

Qualifications

High School graduation and 1 year post-secondary education. 3 years relevant experience or the equivalent combination of education and experience. Minimum two years related experience or one year relevant UBC experience. 4 years related experience or the equivalent combination of education and experience. Experience working in a fast paced environment preferred. Experience, knowledge of and interest in aspects of the performing arts strongly preferred. Incumbent must be very customer service oriented and have the ability to continuously maintain a reasonable knowledge of the Chan Centre and its events, services and policies. Ability to communicate effectively verbally and in writing. Ability to work effectively independently and in a team environment. Ability to effectively manage multiple tasks and priorities. Ability to maintain accuracy and attention to detail and tact in conveying information to clients and staff. Extra attentiveness required for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort. Ability to effectively use MS Office at an intermediate level (e.g., Outlook, MS Word, MS Excel). Ability to perform word processing at 55 words per minute. Ability to prioritize and work effectively under pressure to meet deadlines. Respond to basic complaints. Liaises with Marketing, Ticketing, Development and Facilities and Operations. Ability to operate job-related equipment (e.g., multi-line phone/switchboard) (e.g., fax machine, photocopier).

UBC hires on the basis of merit and is strongly committed to equity and diversity within its community. We especially welcome applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities. All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority