



POSITION TITLE: ARTIST RELATIONS & OPERATIONS COORDINATOR

Responsible To: Executive Director

Purpose of Position: The Coordinator will be a friendly and welcoming presence for artists, patrons, and guests of the Festival. This position will coordinate artist contract administration, including artist accommodations and transportation to and from Parry Sound. The Coordinator will also provide an experienced presence recruiting, training, scheduling and coaching summertime staff in order to provide excellent customer service including sales follow-up and leading customer relations and patron communications.

Primary Responsibilities:

Artist Relations

- Administer artist contracts, ensuring they are signed by all parties, filed, and up to date
- Work with Festival accommodation providers to ensure all Festival artists have accommodations, per the terms of their contracts
- Ensure that all artists have transport to and from Parry Sound
- Create Artist Packages that will help welcome artists to the Festival and provide necessary information
- Be available at the Festival Office during artist rehearsals, as assigned
- Anticipate and identify potential issues related to artist relations before they arise and work with management as needed to find resolution.

Operations Coordination

- Recruit, train and schedule summer staff, ensuring a focus on excellent customer service
- Ensure all box office staff are trained on the Theatre Manager system
- Conduct ticket sales in person and by phone
- Ensure timely printing and processing of tickets
- Assist patrons with online purchases as needed
- Accept donations through the Theatre Manager system
- Ensure patron tickets are mailed in a timely manner, as needed, or are available at Will Call
- Provide follow up to patrons as needed, i.e. refunds / rescheduling
- Provide sales updates and reports to Executive Director upon request
- Ensure venue staff have up to date and accurate information regarding audience numbers and special needs, i.e. accessibility, wheelchair seating, etc.
- Anticipate potential issues and conflicts in stock and supplies, scheduling, and service, and work with management, as needed, to find resolution
- At the request of the Executive Director provide assistance to Festival committees, e.g. Fundraising, Special Events

Qualifications & Characteristics

- 2 – 4 years experience in box office
- working knowledge of music festival operations and artist relations
- fluency in written and spoken English
- demonstrated experience in client and patron services
- ability to provide leadership and training to other team members
- able to lift 25 lbs / 12 kg
- experience working in a team
- self-motivated and driven towards excellence
- good oral and written communication skills; the ability to communicate and/or interact professionally and cordially with a variety of people including customers, staff, artists, and Board Directors
- comfortable working with computers, including data entry, email, CSM software, MS Office
- able to self manage and prioritize tasks in a dynamic work environment

Position Status

- Part-time (21 hrs/wk.: April 22 – May 31)
- Full-time (35 hrs/wk.: June 3 – August 9)

April 2024