



**UBC External, Legal & Community Relations  
Chan Centre for the Performing Arts**

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<b>Position:</b>	Programming Assistant Coordinator
<b>Classification:</b>	Conf., Accom., Ceremonies & Events Level A, Pay Grade 3
<b>Department:</b>	External, Legal and Community Relations
<b>Unit:</b>	Chan Centre for the Performing Arts
<b>Proposed Start Date:</b>	Monday, August 16, 2010
<b>Term:</b>	Two year contract

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**JOB SUMMARY:**

Under the direction of Senior Administrators and Managers assists, initiates and coordinates rental and complex scheduling of the Chan Centre's facilities, in the programming administration of Chan Centre presentations and co-presentations of the Chan Centre and its activities.

**ORGANIZATIONAL STATUS:**

Reports directly to the Programming Manager and works with all Chan Centre management and staff. Receives supervision from the Programming Manager in matters related to the rental and scheduling of Chan Centre's facilities. Receives supervision from the Co-Managing Director, Programming Manager and Programming Coordinator in matters related to programming administration of Chan Centre presentations and co-presentations.

Liaises regularly with external clients including the managers of performing arts organizations, film company location managers, conference and event organizers and community and UBC groups to sell, book, schedule and administer the use of various venues of the Chan Centre.

Works with artist managers and agents, general managers and artistic directors of performing arts organizations, arts and entertainment promoters and publicists, representatives of the theatre, dance and music industries and others in the administration of Chan Centre presentations and co-presentations.

Liaises with other Chan Centre staff regularly.

## **MAJOR RESPONSIBILITIES:**

### **RENTALS:**

#### **Works with Programming Manager to:**

- Ascertain booking probabilities. Co-ordinate venue schedules and maintains accurate and up to-date schedules for three performance auditoria, as well as Lobbies and Great Performers Lounge, in consultation with resident Academic Departments (School of Music, Department of Theatre, Film and Creative Writing); Conferences and Accommodations at UBC; Parking and Security; Business Relations; Ceremonies and Events Office and other UBC departments.
- Sell to and negotiate with many diverse clients including, performing arts presenters, music promoters, film companies, conference organizers, audio recording companies, event planners, and community and UBC groups to book venues. Advise rental clients means by which to rent one or more of the venues to maximize the advantages of the Centre, assessing and conveying financial implications and/or benefits to either party.
- Evaluate booking requests for reliability, overall programming mix, conflicts, risk, suitability to the individual facility, timing, resources needed and potential for success. Apply policies and procedures as appropriate to support the success of each event and to minimize the University's exposure. Provides guidance to clients to ensure that they are aware of and abide by Chan Centre policies, liability insurance and SOCAN (Society of Composers, Authors and Music Publishers of Canada) requirements, payment and contracting procedures.
- Liaise with clients to determine information required for contracting; ensures appropriate staff and departments on campus have the necessary information to facilitate and oversee all aspects of the events (contracts, technical, front of house, insurance, financial, parking etc);
- Proof contracts and final rental settlements for submission to the Programming Manager.
- Proofs SOCAN reports for tariff fees and scheduled activities to ensure SOCAN's requirements are met. Ensures payment of Tariff 8 fees to SOCAN.
- Annually update the rate and policy document called the Schedule of Rates. Recommends and implements types of financial analysis required for policy decision-making. Reviews marketplace by researching and assessing policies and procedures of other venues and ascertaining relevance to the Chan Centre. Makes recommendations for policy decisions including careful consideration of rate increases.
- Works with Programming Manager to develop, recommend and implement methods for preparing programming related revenue and expense reports for submission to Co-Managing Director.

- Collaborates with the Programming Manager, Financial Coordinator and Programming Co-ordinator with statistical analysis of Chan Centre programming, rentals and marketing.
- Prepares monthly parking calendar for submission to UBC Parking and Access control so that Rose Garden Parkade can be adequately staff for Chan events.

### **PRESENTATIONS:**

#### **In consultation with Co-Managing Director and Programming Co-ordinator:**

- Coordinates the programming administrative details associated with Chan presentations (e.g. travel arrangements, accommodations, artist requirements, hospitality, etc.)
- Communicates with speakers/artists/representatives to gather information regarding technical, front of house, and hospitality needs, schedules, etc.
- Informs Programming Coordinator of any budget updates as event details are confirmed.
- Ensures the negotiated terms and requirements of speaker, artist, and co-presentation contracts are upheld as event details are finalized and implemented.
- Determines and 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.
- Acts as a liaison with speakers/artists/representatives to ensure travel (border, travel arrangements), financial (withholding tax waiver applications, artist payments), and performance (technical, front of house, hospitality) requirements are met.
- On Chan Centre presentation days, assists with day-of activities and attends to the needs of the artists/speakers and event producers. Collaborates with other Chan staff as required ensuring contractual and budgetary requirements are met.
- Participates in preparation of information for the final financial settlement of Chan presentations for submission to Financial Co-ordinator.
- Prepares and ensures payment for periodic SOCAN Tariff 4 reports on all Chan presentations.

#### **General Duties**

- On occasion, represents the Chan Centre at professional conferences and meetings.
- Performs other related duties.

#### **DECISION-MAKING AND CONSEQUENCES OF ERROR:**

Consequences of error rest with the incumbent who has to rectify her/his own errors. Must recognize and analyse problems and situations and use troubleshooting

techniques to reach solutions. Initiates new procedures in concert with the intent of existing policies. Failure in providing and checking for accurate financial information, effective scheduling of events, providing accurate rental information to clients, and excellent customer service, and a lack of understanding of the nature of performances presented at the Chan Centre would jeopardize Chan Centre revenues and customer relations and negatively affect the reputation and revenue making potential of the Chan Centre and U.B.C. Poor interpersonal skills would result in poor staff relations.

**SUPERVISION RECEIVED:**

Works under administrative direction and receives instruction only on unusual problems or on matters which depart radically from established policy and procedures. Substantial personal initiative is expected and a high degree of independent decision-making is required. The position is directly responsible to the Programming Manager. Receives supervision from Co-Managing Director, Programming Manager and Programming Coordinator in matters related to programming administration of Chan Centre presentations and co-presentations.

**SUPERVISION EXERCISED:**

In conjunction with other staff, coordinates work assignments for work-study student positions. Oversees two clerical staff, temporary employees and work-study students for specific programming related tasks.

**WORKING CONDITIONS:**

Works in a very service oriented industry with a variety of clients who are sometimes demanding. Must constantly meet tight deadlines. Incumbent must have an exceptionally service oriented demeanour and a working knowledge of all complexities of the Chan Centre and its services as well as the various components of the performing arts, so as to be able to supply and relay correct and adequate information to clients and staff members. Workload is fast-paced and frequently heavy. The incumbent will share office space with other staff members. Work interruptions are frequent and noise volume may be high and can be distracting.

The incumbent will be exposed to and have access to information of a confidential and sensitive nature. S/he must be able to recognize the sensitivity of issues and information and constantly maintain the strictest confidentiality. When required, will be expected to work evenings and weekends.

**QUALIFICATIONS AND REQUIREMENTS:**

*Education:*

University degree or College diploma in Arts Administration or an equivalent combination of education and experience.

*Experience:*

Minimum 2 years professional experience in the performing arts. Demonstrated experience working in a professional capacity in an arts organization and/or with performing artists, performing arts managers, producers and promoters. Working knowledge of financial aspects of the performing arts including event settlements,

Ticketmaster audits, show budgets, programming forecasting and budgeting. A passion for and working knowledge of the performing arts including performing artists, repertoire, artists' needs and presenters' requirements. Knowledge of the various components of facility management and events management. An understanding of the marketing mix components for presenting shows. Demonstrated experience working with location managers, conference organizers and events coordinators considered an asset. Familiarity with a university environment. Experience working in a unionized environment preferred.

*Knowledge/Skills:*

Exceptional interpersonal, organizational, financial, analytical, and customer service skills as well as effective oral and written communication skills. Ability to work in a complex and demanding environment with a high level of attention to detail. Ability to effectively prioritize, organize, work under pressure, meet budget limitations, and deadlines and to schedule many events within the same time frame. Creativity and demonstrated ability to function effectively within the performing arts environment. Ability to establish and maintain effective working relationships with a variety of internal and external contacts. Ability to exercise tact, discretion and sound judgment. Ability to work independently and as a member of a team. Working knowledge of office skills and accounting procedures and practices. Computer experience required using Office programs such as Word, Excel, email and the Internet. Familiarity with Outlook, booking software, and knowledge of working in a networked computer environment.

UBC hires on the basis of merit and is committed to employment equity. All qualified persons are encouraged to apply. UBC is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, women, Aboriginal persons, persons with disabilities, persons of any sexual orientation or gender identity, and others who may contribute to the further diversification of ideas. Canadians and permanent residents of Canada will be given priority.

**HOW TO APPLY:**

Please forward your cover letter and resume to:

Wendy Atkinson, Programming Manager  
Chan Centre for the Performing Arts at UBC  
6265 Crescent Road  
Vancouver, B.C. V6T 1Z1  
Fax: 604-822-1606  
Email: [wendy.atkinson@ubc.ca](mailto:wendy.atkinson@ubc.ca)  
Phone: 604-822-6472

Competition closes end of day on June 21, 2010

Due to the high number of applications, we regret that we are unable to confirm receipt of submissions or provide status of competitions except to those selected for an interview.