

Operations Coordinator/Senior Operations Coordinator Job Description

The VWF Operations Coordinator will assist the Operations Manager and VWF leadership with planning and implementation of the Vancouver Writers Fest's year-round events, flagship Festival Week, and office operations. This role will assist with the development and coordination of the Vancouver Writers Fest's administrative processes. Although the job description is broad in scope, we hope to refine the responsibilities to suit the candidate's strengths and interests.

Responsibilities include:

Operations

- Assist with accounts payable and accounts receivable (QuickBooks): data entry, scanning, filing.
- Support monthly financial reconciliation as needed by Operations department.
- Manage registration and event venue bookings for public events and internal meetings.
- Support planning and coordination of programs and events: volunteer scheduling and communications, organizing logistical items, generating event schedules, packing lists and box office documents.
- Maintain an up-to-date database of available venues (rental rates, capacities, contacts) and liaise with venue contacts regarding venue holds and bookings to accommodate programming needs.
- Organize our storage and equipment lockers, developing inventory to keep track of items and help facilitate the distribution of items as required by staff and events.
- Basic IT support for staff.
- Maintain ongoing list of technology needs, and manage software and hardware maintenance and upgrades as needed, including overseeing risk assessment
- Assist with on-site coordination of Vancouver Writers Fest events.

Box office

- Build back-end box office, develop in-person procedures.
- Supervise festival-time contract box office team to ensure effective delivery for our audiences.
- Run the Box Office for our Special Events throughout the year, as well as during festival Week.
- Train volunteers on point of sale.

Office administration

- Respond to general public inquiries: oversee the maintenance of the general email accounts and phone line, attend to walk-in inquiries; including questions/troubleshooting related to box office, donations, etc.
- Receive and distribute all mailings (postal and courier).
- Oversee maintenance and cleanliness of the office space and machines, liaising with CMHC on maintenance requests, ensuring all office supplies are well stocked.
- Assist the Development department with database updates (Sumac and Mailchimp): data entry, tax receipt processing, update donor records, maintain valid addresses and contact information, including mail merges and printing (preparing mass mail-outs). Prepare book shipments.



- Prepare and distribute surveys to event attendees and members, maintain a record of highlighted survey results.
- Coordinate and supervise office volunteers (as needed).

Qualifications:

- 2-3 years of office administration and/or box office management (or related experience) is preferred.
- We're seeking a candidate who is a self-starter who effectively self-manages projects with strong problem solving and time management skills.
- Proficiency with Microsoft Office, databases and ticketing systems is an asset.

Conditions:

- Compensation: \$46,000-\$50,500 depending on experience (note that VWF is a currently a certified Living Wage employer, including benefits)
- This is a permanent, full-time position.
- The candidate will primarily work on-site work out of the Writers Fest office on Granville Island and at Festival venues.

Please submit a resume and cover letter by Friday, December 1, 2023 to cdamen@writersfest.bc.ca.

Vancouver Writers Fest is committed to equity and to fostering a respectful workplace. We encourage you to reach out if you have questions about inclusivity, accessibility, or accommodations pertaining to the job or the application process.