

Administration and Communications Coordinator

ABOUT THE ORGANIZATION:

With over forty years of weaving diverse storytelling into the fabric of Greater Vancouver, the Firehall Arts Centre is where stories come alive. Through theatre, dance, music, inter-disciplinary work, and the visual arts. The Firehall embraces its mission to enrich lives and expand minds through the arts. A unique cultural institution in British Columbia, the Firehall presents a season of eight to twelve theatre and dance productions and presentations, with typically over 200 performances per year. Located in the city-owned heritage fire station built in 1906, the Firehall's intimate black box theatre, along with its outdoor courtyard performance area, and its rehearsal studio, has served to support innovative, eclectic, and thought-provoking theatre productions, as well as cutting-edge dance performances. The Firehall is proud to support emerging and established performing artists and companies, and strives to program work that is inclusive, culturally rich, and reflective of the many voices and perspectives in Canada.

JOB DESCRIPTION:

The Administration and Communications Coordinator is a key member in the daily administration and communications of the Firehall Arts Centre and is an integral support to the management and the organization of the facility. Reporting to the Senior Management Team of the Artistic Producer and General Manager, this position provides the perfect opportunity for individuals to gain a broad knowledge of the operations of a vibrant producing and presenting performing and visual arts centre. This is a full-time position working Monday through Friday, 9:00AM to 5:00PM and is a salaried position of \$40,000 to \$44,000 dependent on experience.

RESPONSIBILITIES:

General Administrative Duties

- Assist Artistic Producer (AP) and General Manager (GM) as requested in general administrative duties
- Other additional duties as requested in support of the day to day operations of the Firehall Arts Centre

Office Coordination/Reception:

- Works as the receptionist for the organization by answering incoming calls, taking messages and directing phone calls to appropriate individuals, greeting visitors and guests and managing general inquiries
- Opens office daily and retrieves voice messages and ensures messages are forwarded to the appropriate staff member.
- Welcomes in person visitors and directs them accordingly

- Manages the info@firehallartscentre.ca information and accounting emails, and directs questions to appropriate staff member if unable to provide information requested. Sorts all printed mail. Responds to correspondence as requested.
- Facilitate deliveries and general building enquiries/access (i.e. BC Hydro, etc.) and forwards those requiring more facility information to the General Manager.
- Supports the General Manager in the coordination of studio rentals by providing access/information.
- Ensures phone messages are up to date and messages cleared and that phones are operational.
- Processes donation receipts and tracks all of them and for monthly donors ensures they receive donation receipt on an annual basis
- Processes and submits bank deposits including bar, box office, rental and donations deposits.

Marketing

- Works under the direction of the Director of Development and Senior Management Team and assists with promotional initiatives
- Work in conjunction with the Director of Development and Senior Management Team on social media posts, distribution and ordering of print materials.
- Collaborates with the Director of Development and Senior Management Team on outreach and engagement initiatives
- Maintenance of WordPress website and updating of digital sign
- Assist in the creation and distribution of the newsletter which are scheduled based on need by the Director of Development and Senior Management Team but at minimum on a bi-weekly basis.
- Assist with in house design as needed and requested which can include fund-raising/donor support programs
- Coordinate and creates Firehall production and presentation show programs
- Ensures the archives are up to date and online previews/reviews and print media are printed out and documented in annual on-line and print folders.

Box Office

- When Box Office staff is not present answers telephone and handles both in person and over the phone ticket sales with Spekrix ticketing software. When necessary for week day matinees will assist Front of House as needed in ensuring services are provided to patrons. Checks box

office email when box office not present and ensures messages are responded to in a timely manner.

- Assists Box Office as a Firehall liaison with season pass holders, group bookings and Firehall members.
- Manages invitation lists, rsvps and media reserves in conjunction Publicist and Director of Development. Individual production invitation lists to be reviewed by Director of Development and Senior Management with potential adjustments for each production/presentation's opening night.

QUALIFICATIONS:

- Must have strong interpersonal skills, feel comfortable communicating verbally and in writing and have a love for the performing arts.
- Feel comfortable working in a busy arts organization with a small core team and having some knowledge of Vancouver's arts and community service not-for-profit sector is an asset
- Knowledge of Sage 50, WordPress, Adobe InDesign and Spektrix ticketing system an asset
- Possess a high level of computer proficiency including Windows, Excel, and Microsoft Word
- Post-secondary education in arts management or relevant experience an asset
- Able to prioritize, multitask, and work under minimal supervision, possess strong follow-through capabilities on tasks and issues
- Strong organization, working knowledge of administrative procedures, detail oriented, self-motivated and a strong ability to problem solve

The Firehall Arts Centre is committed to equality, inclusion and diversity and we welcome applications from members of underrepresented communities.

HOW TO APPLY:

To apply, send a resume and cover letter to:

Jessica Gerlach, General Manager of the Firehall Arts Centre

gm@firehallartscentre.ca

All submissions will be acknowledged, but only those candidates selected for an interview will receive a detailed response. Deadline for applications is Friday, August 15th, 2025.

REMUNERATION:

\$40,000–\$44,000 per annum, based on experience.