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Administrative Assistant

Position Overview

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ABOUT THE COLLEGE

Situated in beautiful Victoria, British Columbia, the Canadian College of Performing Arts (CCPA), founded in 1998, is a dynamic educational center dedicated to excellence in the performing arts. CCPA offers the highest level of quality training in a broad spectrum of performance areas, preparing students for careers locally, nationally and internationally. The College offers a stimulating, positive and constructive environment where students are encouraged to develop high performance, work ethic and conduct standards. The Canadian Heritage Arts Society, a non-profit society, operates the College.

The college has a strong community of alumni, donor, and volunteer support, and has been highly effective in its management of COVID-19 protocols, ensuring that students, faculty and staff are safe, and that the college could return to in-person learning in September 2020 and continue to be successful in its mandate of providing the highest caliber of performing arts training.

THE POSITION

Reporting to the Administrative Manager and the Managing Artistic Director, the **Administrative Assistant** ensures enthusiastic and timely patron, subscriber, and audience services; and contributes to the efficient day-to-day operations of the Canadian College of Performing Arts office and administrative departments.

CCPA's ideal candidate will be passionate about the performing arts and education and can build momentum with our current stakeholders and prospective students, as well as inspire new supporters.

ACCOUNTABILITY & REPORTING STRUCTURE

The **Administrative Assistant** will report directly to the Administrative Manager and the Managing Artistic Director. Additionally, they will work closely with various College departments, including the Engagement Officer and Director of Education.

OVERVIEW OF PRIMARY DUTIES AND RESPONSIBILITIES

The **Administrative Assistant** works under the Administrative Manager, Managing Artistic Director and Director of Education to ensure a positive patron experience, assist with engagement, and provide administrative support.

- Provide administrative support to the various college departments
- Manage subscription and individual ticket sales through box office software, email, and phone
- Provide Audience services and supervise Front of House volunteers and students

DETAILED RESPONSIBILITIES

Administrative

- Day-to-day administrative support as directed by the Administrative Manager including but not limited to data entry, photocopying, sorting mail, and ordering supplies
- Supports guest artist relationships including arranging travel and accommodation and providing orientation upon arrival
- Provides administrative support to multiple departments, including assisting the Director of Education and Registrar with educational program delivery
- Assists in the cataloguing of digital and physical materials
- Liaises with all staff as directed by the Administrative Manager for additional tasks
- Volunteer coordination for Audience services: including recruiting, training, and celebrating volunteers as well as maintaining an up-to-date volunteer database in Theatre Manager
- Assists the Engagement Officer in networking and building relationships with community groups/organizations & social services entities
- Work with College management to plan opportunities to engage with under-served communities and individuals with limited access to theatre
- Logistical support for events including and not limited to: ordering food, liquor, preparing and serving in the kitchen, applying for liquor licenses, providing assistance with set up and take down
- Recruit and manage volunteers to assist with CCPA involvement in fairs, trade shows, career, and education events.

Box Office and Front Of House

- Assist in pre-planning the season for the audience including updating our database with patrons, subscribers, donors, community partners, volunteers, alumni, faculty, and staff
- Manage all tickets and subscription requests, and program all ticket and event packages into box office software (Theatre Manager)
- Responsible for financial reporting end of day procedures for box office, and attendee reporting for all performances and events
- Setup and manage staffing for performances, including training students and volunteers on front of house procedures and evacuation protocol
- Ensure proper lobby signage, and website and program content for audience advisories and box office information

QUALIFICATIONS

Post-secondary degree or an equivalent combination of education and experience. 1-2 years of relevant experience, preferably in Education, performing arts and/or Theatre.

Skills and Abilities

- BIPOC members are encouraged to apply
- Canadian citizen and landed immigrant
- Youth ages 19 to 30
- First Aid certificate for level 2 required or willingness to get it
- Computer skills including basic experience with Microsoft platform and Google Suite
- Experience with Theatre Manager box office software a benefit
- Excellent planning, organizational, time-management and team building skills
- Self-starter, detail oriented and flexible
- Strong interpersonal and oral/written communication skills.
- Public speaking and engagement skills an asset
- Demonstrated knowledge of the pursuit or educational development of the Performing Arts
- Operates from and understands the ethical framework required in post-secondary institutions
- Ability to work independently as well as in a team environment.
- Ability to work evenings and occasional weekends at events and performances as required throughout the year.

WORKING CONDITIONS

- Salary range: \$18.00 to \$22.00 depending on experience.

- Part-time 20 hours per week position with comprehensive medical benefits package. It is understood that the college has evening and weekend events and this position requires the staff member to adjust their schedule of work accordingly for each production and Front of House Call.
- The Canadian Heritage Arts Society operating as CCPA is an equal opportunity employer.

HOW TO APPLY

Interested applicants should provide a letter of interest, a current resume, and a list of three references with contact information. Applications will be reviewed on an ongoing basis. For priority consideration, **complete applications must be submitted by Monday, November 22, 2021** to hireing@ccpacanada.com, attention: Caleb Marshall, Managing Artistic Director.