



“GlobalFest is a not-for-profit society dedicated to celebrating and showcasing Calgary’s cultural diversity and artistic excellence within our communities locally and across the globe. We are committed to producing an inclusive, world-class, multi-faceted arts and cultural festival that will enhance Alberta’s reputation as a truly international destination.”

Administrative Coordinator

This position works directly with management, holding various duties and responsibilities pertaining to both sponsors and the general public. The successful candidate will be mature and able to communicate with partners, sponsors and the festival's public in a respectful and appropriate manner.

The GlobalFest family is a small but determined group of individuals. Working with such a vibrant and eclectic group can make for a very challenging and rewarding summer work experience. As a small team, all staff may be required to participate in some physical labour and outdoor festival production support.

Duties include but are not limited to:

- **Front Office Management**
 - First point of contact for all festival inquiries by phone, e-mail and in person at the office
 - Respond to questions and concerns from partners, sponsors, vendors, participants and patrons
 - Manage various ticket needs, requests and orders while following and ensuring all COVID-19 protocols are being practiced

- **Ticket Management**
 - Work with the festival's online provider and various ticket vendors
 - Send out all ticket orders and manage pick-up sales while ensuring all COVID-19 protocols are being practiced
 - Manage festival's Moneris account
 - Build packages and prepare in-tent activities for summer promotional sales events
 - Distribute tickets to vendors
 - Create various spreadsheets and forms for tracking purposes
 - Connect with festival partners and sponsors regarding contractual obligations and additional needs

- **Ticket Exchange Management**
 - management of all 2020 ticket exchange as a result of program postponement due to COVID-19
 - Develop and ensure the ticket exchange process abides to all COVID-19 protocols
 - Connect and communicate with all past ticket and pass holders regarding ticket exchange options and accurately process past tickets order as required while ensuring all COVID-19 protocols are in place
 - Reviewing and updating COVID-19 safety protocols as required.

- **Box Office Team Leader**
 - Schedule and manage a team of volunteers on-site at Elliston Park
 - Setup Box Offices before opening night
 - Identify, implement and monitor COVID-19 safety protocols for pre-purchase tickets at the Will Call trailers as well as the possibility of on-site tickets sales (should COVID-19 protocols allow tickets to be purchased night of the event)
 - Ensure on-site sales are handled safely, quickly and efficiently while following all COVID-19 protocols
 - Assist volunteers in providing festival information to attending patrons in a safe and orderly manner following COVID-19 protocols

The successful candidate will also be assisting with the GlobalFest Golf Tournament, as well as promotional sales events (other Calgary summer festivals) including Lilac Festival, Inglewood Sunfest, and Marda Gras, just to name a few.



General office & administrative duties. Evening and weekend work is expected.

Job requirements and criteria:

- Demonstrated strong written and oral communication skills
- Comfortable with telephone skills and cold calling potential clients/partners
- Proficiency in Windows and MS Office
- Ability to work both collaboratively and independently
- Valid Drivers Licence and own vehicle with clean driving record

Granting eligibility states selected students must:

- Be no older than 30 years of age
- Be a Canadian citizen, permanent resident, or person to who refugee protection had been conferred under the Immigration and Refugee Protection Act for the duration of the employment
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

Please note – compensation for moving (travel, rent, utilities, etc.) is not provided.

This position will run from May 3 through to September 3, 2021
It is a full-time position with a salary of \$11,475.00 over 18 weeks.

We thank all applicants in advance for their interest in GlobalFest. Due to the expected high number of applicants for this position, only applicants selected for an interview will be contacted. No phone calls please.

**Please send cover letter and resume to:
globalfest.yyc@gmail.com, Subject: YLOT Program – Administrative Coordinator**

Applications will be accepted until end of day Tuesday, March 2, 2021.