

# STRATFORD SUMMER MUSIC

Mark Fewer  
Artistic Director

Crystal L. Spicer  
Executive Director

19 Waterloo Street South  
P.O. Box 1013  
Stratford, Ontario  
N5A 6W4

Phone 519.271.2101

Stratford Arts Foundation  
A Registered Canadian Charity  
87819-7417 RR0001

Administrative Coordinator

## Full Time

**Start Date:** May 6, 2024

**Salary:** \$22.00 - \$27.00 per hour / 35 hours per week

**Benefits:** \$500 annual health stipend

### ABOUT THE COMPANY:

Stratford Summer Music is a four weeklong music festival founded in 2001 as a project of the Stratford Arts Foundation, a non-profit organization. As we look towards our 25<sup>th</sup> anniversary season we will be expanding into year-round programming. We present a wide variety of Canadian and international artists in venues throughout the downtown core of Stratford, Ontario.

### ABOUT THE POSITION:

Summer Music offers a fast-paced setting where no two days are alike, and the locations are constantly changing. Hours are based on 35-hours per week Monday-Friday, with evening and weekend hours as required. You **must** be available to work evenings and most weekends during the summer 4-week festival.

Collaborating closely with the team at Stratford Summer Music and reporting directly to the Executive Director, this role will serve as a central support function, facilitating day-to-day coordination and operational efficiency. The position requires independent decision-making, discretion in managing sensitive information, adept prioritization, and meeting deadlines amidst competing demands. The ideal candidate will possess strong organizational skills, a professional demeanor, meticulous attention to detail, and a commitment to delivering exceptional customer service while being responsible for day-to-day administrative support. This position provides a wide variety of support services all of which contribute to the efficient and professional operation of the organization. Project oriented responsibilities include planning and executing fundraising events, volunteer coordination, training of summer staff and website development. This person will act as an ambassador of the organization.

First aid, CPR and mandatory training will be provided at the organizations expense. A valid driver's license and clean driving record mandatory. Knowledge of Stratford and area considered an asset.

### PRIMARY OBJECTIVES:

- Advocate for the enrichment of music and the arts within the community.
- Support the needs of senior management and the organization.
- Ensure provision of top-notch customer service.
- Embrace an employee-centric company culture, prioritizing quality, continuous improvement, and high performance.
- Foster personal and professional advancement opportunities within the organization.



## RESPONSIBILITIES:

- Administrative Assistance
  - Assist all staff in office requirements (technically and otherwise).
  - Ensure supplies are stocked.
  - Update office equipment.
  - Maintain cleanliness in all shared areas to remain welcoming to the public.
  - Other tasks as assigned.
  
- Customer Service and Box Office:
  - Welcome visitors to Stratford Summer Music.
  - Answer phones.
  - Establish online ticketing through Ticket Scene.
  - Assist patrons with tickets sales and donations through website applications or Square POS.
  - Cultivate patron data through interactions.
  - Consolidate door sales and reports from every event.
  - Collaborate with the box office team to log surveys, list events in community calendars, and distribute promotional materials.
  
- Website coordination and content updating:
  - Collaborate with website programmers and graphic designers to maintain a current, updated website with accurate content.
  - Develop season programming web pages.
  - Gather and edit high-quality media photos, short bios, and event information representing all Stratford Summer Music experiences for digital and print promotion purposes.
  
- Volunteer coordination (working with our volunteer Volunteer Lead):
  - Establish a foundation of committed volunteers.
  - Provide training and implement policies (SMART serve, accessibility training) for all volunteer positions.
  - Develop an online application process for new volunteers.
  - Coordinate orientation day and first aid training sessions.
  - Match suitable volunteers with tasks throughout the season.
  
- Artist Coordination (in collaboration with Artist Services Coordinator):
  - Arrange suitable accommodations for all artists.
  - Coordinate catering services for visiting artists during performances and rehearsals.
  - Schedule transportation for out-of-town artists.
  
- Summer staff orientation and training:
  - Familiarize and ensure proficiency in Ticket Scene ticketing system, Square, and SharePoint for box office and artist services coordinator.
  - Demonstrate exemplary customer service skills to all staff members.
  
- Event Planning and Coordination:
  - Set up venue and coordinate all hospitality needs, including permits, licensing, catering, and volunteer coordination.
  - Supervise and coordinate the event onsite.

**WORK ENVIRONMENT:**

Stratford Summer Music prioritizes the establishment of a secure work environment, ensuring that all employees are shielded from discrimination, violence, and harassment. Upon joining, employees receive a copy of the organization's Code of Conduct.

**QUALIFICATIONS AND EXPERIENCE:**

- Preferred: Degree/Diploma in Arts Administration, Management, or equivalent.
- Minimum one year of administration experience, preferably in a charitable arts organization.
- Proficiency or significant experience in business writing, proofreading, emphasizing communication, coordination, and administration.
- Proven capability to excel both independently and in collaborative team environments.
- Outstanding customer service and interpersonal communication abilities
- Proficiency in Database Management.
- Proficiency in Microsoft Office Suite and SharePoint.
- Strong aptitude for time management.
- Supervisory experience and familiarity with volunteers.
- Proficiency in Microsoft Office Suite and SharePoint.
- Exceptional written and verbal communication skills.
- Strong time management and organizational abilities.
- Exceptional analytical skills for tackling complex problem-solving tasks.

**HOW TO APPLY:**

Please forward cover letter and resume as a single document by email no later than April 19, 2024. Applications will be reviewed, and applicants may be contacted as received.

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.

**CONTACT INFORMATION:**

Crystal L. Spicer, Executive Director  
cspicer@stratfordsummermusic.ca