



JOB POSTING

Development Coordinator

Deadline: Open until filled

We're looking for our next Development Coordinator, and we're hoping that person is you! With a return to theatre on our three stages, now is an exciting time to join our growing company!

About Us

The Arts Club Theatre Company is Canada's largest year-round not-for-profit theatre company. Now in our 59th season, the Arts Club offers the best in professional theatre and has staged over 630 productions. Arts Club is grateful to have our offices, rehearsal halls, workshops, and theatres on the unceded, ancestral and traditional shared lands of the xʷməθkʷəy̅əm (Musqueam), Skwxwú7mesh (Squamish), and Səl̓ílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

We are British Columbia's largest non-profit cultural employer- hiring more than 500 artists, staff, and crew to stage up to 20 shows annually. We educate and cultivate students and theatre lovers of all ages—over 2,500 people engage in our education and professional development programs annually. We support artists and other arts organizations through professional engagement activities, believing firmly that an investment in the industry benefits all. We are a major economic driver in the areas surrounding our venues—our theatres attract a quarter million theatre patrons to dine and shop in the South Granville, Olympic Village, and Granville Island neighbourhoods.

Our Vision

A community that, through storytelling, is inspired to reflect on who we are and who we can be.

Our Mission

To inspire and nurture artists and audiences through cultural experiences that are engaging, thought-provoking, and artistically innovative.

Our Values

Determination We have the drive to continue to move forward, with a respectful nod to our tenacious past and a fearless embrace of our future. It is through this forward momentum that we ensure we are the artistic leaders of our community.

Curiosity We have a strong desire to know more; about ourselves, our art, and our patrons. This spirit is reflected in our willingness to make room for diversity of thought. This exploration of different viewpoints and ideas is reflected in our engagement with each other, with our art, our peers, and our community.

Creativity We use our imaginations to explore our artistic practice and champion innovation in all the work that we do. We believe in the depth of our local talent and use our resources to showcase it.

Comradery We interact with each other with good-fellowship and levity. Our spirit of generosity and warmth is seen in our empathy towards each other, our artists, our patrons, and our community. This allows us to embrace differences and makes us stronger.

Safety The health and well-being of each other and our community informs our work and creates a safe, inviting, and inclusive space for all who enter and interact with us. We commit to constantly review our practices to ensure they are anti-racist and non-discriminatory. We are fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs.

Job Summary

The Fund Development Department is seeking an enthusiastic, detail-oriented, and energetic individual to take on the full-time role of Development Coordinator. Reporting to the Manager of Individual Giving, but assisting all portfolios including special events, corporate sponsorship, individual and legacy giving, this position is the front-line service for donor donation, event, and ticketing needs. Beyond their responsibilities offering outstanding customer service, the candidate will administer our annual raffles, assist with fundraising campaigns and events. The ideal candidate will be someone who works well with tight deadlines, is data driven and can be a sea of calm in a work environment that is fast paced and constantly evolving.

About the Role

- Process all contributions, ticket donations, sponsorship payments, auction purchases, as well as pledges ensuring each gift is put into the proper fund and is coded to the correct campaign
- Issue and personalize tax receipts and acknowledgement letters for all donations
- Manage membership status and update files
- Perform data segmentation, extractions, and analytics dashboard creation in Tessitura
- Provide a VIP ticketing concierge service to all donors \$1000+ including processing subscriptions, single tickets, event tickets, and exchanges
- Assist with front line donor inquires through the VIP email and phone line
- Follow up with all Friends donor level issues flagged by box office
- Make thank you calls to Friends donors
- Oversee e-blast responses and RSVPs to donor events
- Support events like the donor appreciation party, backstage tours, opening nights, etc.
- Plan and execute two annual raffles
- Oversee the planning and execution of annual fundraising for the Seat Campaign
- Support for the subscription donation campaign (double checking reports and results to ensure all contributions are included)
- Create invoices for corporate pledge payments
- Assists with administration of Legacy portfolio
- Assist the other developments when applicable

About You

- A strong attention to detail
- Excellent computer skills including experience working with a database tool like Tessitura CRM is an asset

- Exceptional customer service and outstanding interpersonal skills
- Credit card and debit processing experience
- Demonstrated superior organizational skills especially in respect to time management in a demanding environment
- Commitment to the value of teamwork and an ability to contribute constructively to the enhanced systems the company has been integrating and adapting
- Excellent verbal and written communication skills
- Experience in office management is an asset
- Graphic design and social media experience an asset
- Post-secondary degree in general arts or business, or equivalent experience

Key Relationships

This position reports directly to the Manager of Individual Giving but will work closely with the entire Fund Development Team.

Salary

Salary: Up to \$45,000 per annum, depending on experience and skills

Start date: As soon as possible

Employment Type: Full-time 37.5 hours per week Monday-Friday 9:00 AM-5:00 PM, some evenings/weekends required, with a benefits package after 3 months of employment

To Apply

Email your cover letter and resume to humanresources@artsclub.com

We strongly welcome and encourage those who self-identify as coming from underrepresented communities to submit. For those who have barriers to access to any part of our process as laid out, please don't hesitate to reach out to us and we will happily work with you to create a process that is accessible to you.

We thank all who express interest in this position; however, only those selected for an interview will be contacted.