

PROGRAM ADMINISTRATOR

One Year Contract with Potential to Renew

The Program Administrator will report to the Music and Executive Directors.

The Program Administrator role is a full-time position based on an average 40-hour work week. Please note that some CCOC rehearsals and events related to our programs will involve having to work evenings and weekends. This role is the central touch point for all communications with our choristers and their families. The ideal candidate for this role has exemplary communication and data management skills to facilitate all the logistics related to administering all the day to day operations of our programs.

SKILLS REQUIRED:

- Exemplary written and verbal communications skills
- Excellent customer service skills
- Experience with database management including mail merges, online payments, report generation, communications tracking and data management
- Basic financial management skills to manage and execute small operation budget
- Excellent time-management skills; experience with scheduling would be considered an asset
- Ability to work in a fast-paced environment, with shifting priorities
- Comfort and experience working with young people and their families
- Comfort and experience working with online communications platforms (i.e.: moderating zoom meeting)
- Comfortable with some in person programming, adhering to and supporting all Covid 19 health and safety protocols, when required
- Driver's License and access to a vehicle would be considered an asset

In this capacity, your responsibilities will include but not be limited to:

MEMBERSHIPS & REGISTRATIONS:

- Organize and manage inquiries from new choristers and the audition process;
- Oversee and maintain the chorister database and ensure that registrations, fees/payments, and contact forms are up-to-date;
- Liaise with the Bookkeeper regularly regarding the status of payments;
- Manage registration process for returning members;
- Prepare weekly/monthly membership reports for the Executive Director and Board
- Update annual online application form, registration forms, payment processes in the chorister database;
- Manage the Bursary Program including updating annual bursary forms, communications, communicating with the Bursary Committee, preparing applications for bursary reviews, communications with applying families, liaising with the Bookkeeper regarding final bursary results;
- Support CCOC recruitment efforts by contributing copy to marketing campaigns, participating in distribution of materials; contacting educators and key contacts with promotional materials.

CHOIR OPERATIONS:

- Liaise with artistic staff and families for all choir operations;

- Prepare rehearsal materials for all choirs;
- Print or photocopy scores and music for choirs as needed;
- Manage and coordinate annual material and repertoire distribution and drop-off;
- Manage logistics for all extra workshops, run-outs, masterclasses, competitions, and special events/projects (e.g. outdoor senior rehearsals)
- Manage and update attendance lists;
- Manage ordering of uniforms, materials and repertoire for all choirs, and managing royalty payments and reporting to publishers;
- Maintain annual repertoire records for reporting purposes;
- Manage uniform needs for all choirs in collaboration with volunteer costume assistants;
- Maintain CCOC music library;

CHOIR COMMUNICATIONS

- In consultation with choir conductors, write and distribute weekly chorus memo;
- Contribute to planning of social media posts and marketing campaigns, writing copy when necessary;
- Coordinate and communicate with Parent Volunteers when volunteer opportunities arise and develop and maintain clear volunteer roles, responsibilities, reporting structures, and communications;
- Manage and update CCOC handbook and annual Membership Guides;

ARTISTIC & PROGRAMMING

- accurate space booking records for all rehearsal venues;
- Plan and oversee the execution of annual chorus retreats including but not limited to: Principal Chorus Camp, Youth Chorus Retreat, and the Intermediate Chorus Retreat;

HEALTH & SAFETY

- Abide by and lead conversations with membership around the CCOC's health and safety and violence and harassment policies, in particular with care and sensitivity to concerns around Covid 19;
- Maintain a keep a safe and well-maintained workplace;
- Report unsafe conditions;
- Wear the appropriate safety equipment for the job.

GENERAL

- Clear, sort and organize files (as needed);

HOW TO APPLY:

Please email your CV and cover letter to: Maureen Callaghan at maureen@canadianchildrensopera.com by 5 p.m. Wednesday, September 23, 2020.

We thank all candidates for their interest, however, only those being considered for interview will be contacted. In some cases, interviews may begin before the job posting closes.

The Canadian Children's Opera Company is committed to an inclusive and diverse workforce and as such all interested are encouraged to apply.