

## Venue Services Manager & Volunteer Coordinator Decidedly Jazz Danceworks (DJD)

DJD is unique, and one of only a handful of dance organizations globally that is driven by a jazz mandate. We are a concert jazz dance company, constantly innovating and evolving the art form. We are also Calgary's largest dance school, offering a wide variety of classes for all ages and abilities, from beginner to professional. Our professional training program is designed for those aspiring to have a career in jazz dance.

In 2016 we opened the stunning DJD Dance Centre, which has become a dance hub in our city. We exist to contribute meaningfully to the future of jazz dance. Our community is wide and inclusive. We believe in human connection, personal expression, and the dignity of all people. We believe in dancing to music, with bent knees and movement in our torsos, we embrace improvisation, rhythmic sophistication, the individual, and the community.

### About the Role

The Venue Services Manager & Volunteer Coordinator will manage the administration, operations, planning and execution of the venue rental & volunteer programs at the DJD Dance Centre.

### About You

You are hospitality savvy with three+ years of management experience, exceptional organizational skills and love working with people. You also have experience with event management/hospitality with outstanding problem-solving skills. You thrive working with a team in a fast-paced environment. You have a love of dance and appreciation for the arts.

### What You Will Do

As the Venue Services Manager & Volunteer Coordinator, you'll be responsible for the following:

- Recruitment, scheduling & management of part-time staff and volunteers
- Management and operations of the venue rental program
- Manage all client facing processes through the event life cycle (walk-through, booking, billing, box office, food & beverage)
- Managing payroll for the Front of House team
- Create and deploy venue policies and procedures
- Manage and oversee the beverage services for internal and external events
- Working with the Front of House team to provide outstanding customer service
- Liaising with software vendors for training and troubleshooting
- Delivering daily, weekly & monthly sales, statistics, and inventory reporting
- Act as Front of House Manager as needed
- Manage, inform and report on AGLC standards

- Develop and execute volunteer recruitment strategy
- Organize volunteer support for special events including Black & White Ball, silent auctions, bingos and casinos
- Develop training and conduct manuals for training of DJD volunteers
- Coordinate Volunteer recognition events
- Research, apply and attend volunteer fairs
- Assisting with DJD's annual fundraising events
- Helping to enrich citizens' lives through the joy of dance

## What You Will Bring

- Three+ years of management experience in a customer service or hospitality environment
- Experience with managing budgets, invoicing, inventory management
- Knowledge of basic accounting principles,
- Exceptional problem-solving skills, with the ability to think both creatively and strategically
- Experience with POS systems/cash management
- Strong administrative skills
- Proficiency in a Mac-based environment and Microsoft Office
- Adaptability, flexibility, creativity, and the capacity to function effectively in a fast-paced and active team environment
- Excellent written and verbal communication skills
- The ability to work under pressure and coordinate numerous activities and groups of people who need to cooperate to achieve maximum efficiency and results
- The ability to develop strategies, set goals, create and implement action plans, and evaluate processes and results.
- Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations to resolve issues

## Additional Details

- Annual salary of 55,000-60,000 dependent upon skills, education and experience
- This position will be worked on-site at the DJD Dance Centre located at 111 12 Ave SE Calgary, AB
- After initial probationary period employees will receive an employer paid benefits package that includes health and dental coverage
- Employees will receive three weeks paid vacation, plus three paid days off during the holiday season

**Please apply to Kirstin Anderson at [careers@decidedlyjazz.com](mailto:careers@decidedlyjazz.com) by July 8. Please reference "Venue Services Manager & Volunteer Coordinator" in the subject line. Apply with a resume and cover letter which addresses the following: your management experience, why you want to work in the arts and what experience you have with cash management & basic accounting principles.**