

Event Service Staff for ArtsHub Ortona

Posting date: September 13, 2024

Closing date: September 27, 2024

Position: Casual, Part-Time Employment

Compensation: \$18.00/hour

ta-tawâw

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Arts Habitat Edmonton celebrates
the spirit of ta-tawâw.
THERE IS ROOM HERE FOR EVERYONE;
for all peoples and their stories.

WE ADVOCATE FOR AND SUPPORT ARTS SPACES THAT ARE
welcoming, accessible, safe and respectful.

WE LIVE AND WORK ON TREATY SIX LANDS,
the traditional territories of
First Nations and Métis peoples,
and are in a sacred relationship
with the land and the people of this area known as
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amiskwacîwâskahikan
colonially known as Edmonton.

WE AIM TO LIVE IN ACCORDANCE WITH THE ORIGINAL INTENT
of the Treaties and accept responsibility to
honour the TRUTH and Reconciliation calls to actions.

WE ARE COMMITTED TO LISTENING AND LEARNING.

Arts Habitat leads in advocating for, building, and managing, appropriate and accessible spaces for the arts in Edmonton.

We recognise that appropriate art spaces are essential to creating dynamic, sustainable, and entrepreneurial artistic communities, and we actively support the arts as a chosen career path.

THE VISION

Dynamic, sustainable, and entrepreneurial artistic communities thrive in the Edmonton area.

THE MISSION

Appropriate and accessible art spaces are essential for thriving arts communities.

THE MANDATE

Arts Habitat is a social purpose enterprise engaged in identifying, managing, and building appropriate and accessible spaces for the arts in Edmonton and area.

STRATEGIC PRIORITIES

Arts Habitat will achieve its Vision and Mandate by actively pursuing three strategic priorities:

Building appropriate and accessible spaces for the arts.

Engaging the community and advocating for art spaces.

Developing organizational capacity and resilience.

Arts Habitat of Edmonton is an equal opportunity employer and employs people without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender identity, sexual orientation, age, marital status, physical, and/or mental abilities.

Position Summary

Arts Habitat is seeking 6 to 8 on-call **Event Services Staff** for the newly renovated **ArtsHub Ortona**. Working together with Management and Technical staff, Event Services Staff will serve as a front-end contact point for client groups hosting events at ArtsHub Ortona. Successful candidates will be responsible for the delivery of an exceptional client experience. The work environment may be loud, dynamic, and fast-paced. Event Service Staff will be required to work in the evenings, including late nights, as well as weekends.

Job Responsibilities

- Collaborate with the Arts Habitat team to ensure seamless event delivery.
- Develop and cultivate a strong relationship with clients and patrons.
- Create and nurture a welcoming, professional atmosphere.
- Ensure the safety and comfort of all facility users.
- Maintain a tidy, organized and presentable facility.
- Ensure compliance with all applicable building and fire regulations, including building security.

Before and During an Event

- Preparing the layout of the space including any seating, tables or decor.
- Facilitate other event logistics as requested.
- Liaise with event hosts and contractors, such as caterers, box office staff and/or rented decor delivery/installation crews.
- Welcome and direct attendants.
- Coordinate front-end services, ensuring timely event start times.
- Operate a concession and/or take tickets.
- Direct evolving client requests to the management team.
- Respond to urgent custodial matters.
- Attend to emergent situations, including but not limited to guiding patrons to emergency exits and/or calling 911.

After an Event

- Liaise with event hosts and contractors to ensure a safe and efficient load-out.
- Maintain building security, ensure the event spaces are vacant, and all doors and windows are closed and locked.
- Prepare reports of client interactions, event details, and follow-up activities.
- Report damages, security issues, or other concerns immediately.
- Assist with light-duty custodial matters or other duties as assigned.
- Handle client feedback and post-event evaluations, providing reports and insights to the management team for continuous improvement.

Qualifications & Assets

- Must be at least 18 years of age.
- Experience in a front-end customer service environment.
- Experience in an art event setting, such as a theatre or gallery is an asset.
- Proven ability to maintain a courteous and professional standard.
- Proven ability to work in a team setting and independently.
- Proven ability to work safely in a dynamic environment.
- Proven ability to create solutions in a high energy, lively work setting.
- First Aid Certification from a recognized organization is an asset.

The Event Services Staff will report to the Assistant Facility Manager.

This is an onsite role working from the ArtsHub Ortona located 9722 102 St NW, Edmonton, AB T5K 0X4.

ArtsHub Ortona - an artist-centre in the Rosedale area of Edmonton's River Valley. The newly renovated, rehabilitated facility has 19 individual studios for music and art, collaborative studios available for rent or lease as well as a small courtyard performance space for performances, recitals, readings, and receptions.

In keeping with the City's vision, the aims of the ArtsHub Ortona will include, but are not limited to:

- Aiding in the preservation of an historic City building.
- Ensuring the continuation of the building as a vibrant arts and community hub that supports affordable and flexible spaces for individual professional artists, well as community bookable spaces.
- Ensuring ArtsHub Ortona remains a financially viable city owned asset.

ArtsHub Ortona will encourage partnerships with stakeholders to fulfill the vision:

- Individual professional resident artists with leasable studio spaces, who are committed to working in an environment that encourages creative and community exchange.
- Professional Edmonton artists across multiple disciplines in need of renting space for creation, performance, and exhibition.
- Not-for-profit arts organizations.
- The general public, who will be able to enjoy workshops, exhibitions, and performances.

How to apply

Please submit a cover letter and resume, including references, in a single pdf document by email to:

Raj Nigam, General manager

Email: careers@artshab.com

For more information on Arts Habitat visit www.artshab.com.

Arts Habitat thanks all applicants for their interest. Only those candidates under consideration will be contacted.