

Technology and Rentals Coordinator



The VSO School of Music seeks a committed and hard-working Technology and Rentals Coordinator.

The VSOSoM Technology and Rentals Coordinator coordinates rentals and all in-house technology for the School of Music. This includes facilitating site visits for prospective clients, coordinating room bookings and staffing for rentals and events, providing technical support for students and clients, both in-person and online, and organizing and maintaining theatre equipment and inventory in Pyatt Hall. The position interacts with prospective and existing rentals clients, faculty, students and families, and collaborates closely with the VSO and SoM staff teams. The role requires experience in customer service and a solid foundation of knowledge in theatre technology.

The Technology and Rentals Coordinator

- Provides ongoing management of client relations for facility rentals, including client contracting, pricing, identifying technical needs, staffing, tracking, and invoicing
- Coordinates and promotes the use of the facility to meet the School's rental income goals including phone calls and liaising with marketing colleagues
- Coordinates and prepares all event needs and instructions for staff
- Assists with the recruiting, training, and supervision of event staff
- Creates and oversees rental processes for staff and policies for clients
- Provides tech support, both online and in-person for classes, events, rentals and recordings
- Oversees site visits for prospective rental clients
- Develops recruitment strategies for new rental clients
- Supports Faculty members with the use of technology both on-site and virtually
- Provides on-site project management support for classes and events that occur outside of the facility
- Updates and maintains Pyatt Hall lighting, sound and camera equipment, as well as virtual classroom equipment

Qualifications – Required

- Experience with digital platforms for virtual meeting and instruction

- Experience with arts space technology, including but not limited to lighting, sound and camera equipment
- An excellent communicator – skilled at communicating with a variety of stakeholders, both internal and external, and including clients, musicians, faculty, students and administration; comfortable with phone communication with prospective clients
- Customer service focused – a positive attitude and demeanour, the ability to make all customers, including students, parents, clients, faculty and musicians feel welcomed and valued
- A solver of problems – able to triage a situation into manageable tasks
- A team player – works well with others, is enthusiastic and supportive
- A flexible attitude – able to jump in when needed to help on projects and events outside of regular duties
- Has exceptional organizational & time-management skills
- Makes good use of technology at your disposal: computer/smartphone literate, competent in all Microsoft Office applications, databases

Qualifications – Ideal but not Required

- A knowledge of and interest in classical music
- Customer service experience in a client facing role
- Experience in arts administration
- Experience with contract negotiation

Interpersonal Contacts:

Internal: All VSOSoM staff including: Director, Facilities Manager, School Operations Manager, Director of Marketing, Accountant, Student Services Coordinator, Programs coordinator; faculty, students and parents, VSO staff members and musicians

External: Rental clients and prospective clients, other local arts organisations and artists, schools and music teachers

Salary: \$38K-42K per annum depending on experience