



## Venue Liaison and Venue Technician Job Description

**Reports to:** Events Coordinator

**Status:** Hourly, on-call

### **Organization Description:**

The VSO School of Music is a 25,000 square foot state-of-the-art music school located adjacent to the Orpheum Theatre in downtown Vancouver. The School offers individual instruction by members of the Vancouver Symphony and other music educators. There is a wide range of courses, performance opportunities and other opportunities to interact with VSO musicians and guest artists. The School serves students of all ages, levels and abilities.

The VSO School of Music offers a wide variety of venue rental opportunities for individuals and groups. The facility features an acoustically isolated performance theatre (Pyatt Hall), Reception space, Concession, and catering Servery.

The facility also includes 17 separated teaching studios, a large ensemble room, a percussion room, 6 practice rooms, and 2 classrooms.

### **Job Description:**

The role of the Venue Liaison and Venue Technician at the VSO School of Music provides opportunities to meet and interact with people of various artistic fields and corporate industries. As such we are looking for a new team member who loves working a variety of different types of events and engaging with people of varying disciplines. The ideal candidate is someone who enjoys working hands-on with rental clients, excels in customer service, has a flexible schedule, and thrives on meeting new people with each event.

Reporting to the Events Coordinator, the VL/VT is responsible for providing excellent customer service to rental clients and ensuring smooth facilitation of special events. The VL/VT facilitates the load-in and load-out of rental groups, and supervises the event while in progress. The VL/VT communicates positively with event contacts and delivers on the agreed upon services and needs.

This is a casual on-call position and shifts vary from month to month. Start time can vary from morning to night, weekday and weekends. There are opportunities to cross-train into other positions at the School such as the customer service desk.

**Responsibilities:**

The duties and responsibilities of the VL/VT include but are not limited to:

- Oversee and manage the front of house for all client rentals or school events including all aspects of audience services
- Facilitate basic technical set-up and stage management as needed
- Supervise the activities of the technical or auxiliary staff hired on behalf of the client
- Ensure the rental spaces are clean and presentable, and monitor throughout the event
- Ensure and maintain the comfort and safety of patrons throughout the rental
- Communicate and enforce any applicable by-laws or venue related policies
- Follow the venue set-up and teardown procedures for each event
- Prepare post-event reports for management's review

**Qualifications:**

- Exceptional customer service and people skills
- Attention to detail and strong work ethic
- Well organized and efficient time management skills
- Ability to work calmly under pressure and troubleshoot unexpected situations
- Strong leadership skills with the confidence to manage groups
- Experience working in either technical theatre or AV
- At least 1-year experience in either live sound or recording, OR videography and live streaming
- In-depth knowledge of Mac computers and recording software (Adobe premiere) an asset
- Familiarity using a digital mixer, video switcher, lighting console, or PTZ camera controller an asset
- Previous experience working in the performing arts or hospitality sector with specific experience in administration, stage management and/or catering an asset
- Experience as a stage manager an asset
- Serving It Right Certification an asset

**Specific Requirements:**

- Computer experience in Excel, Word and database systems required
- Must be physically able to lift 40 lbs
- Ability to work very flexible hours (shift work)
- Criminal Check through the Vancouver Police Department (provided)
- Emergency First Aid with CPR C (provided)

Starting wage for Venue Technician is \$21/hr.

When working as Venue Liaison only the starting wage is \$19/hr.