

COMMUNICATIONS & EVENTS COORDINATOR



The Greater Victoria Harbour Authority (GVHA) is hiring a Communications & Events Coordinator with exceptional organizational skills, experience in communications, attention to detail and a penchant for relationship building. This position combines their experiences in communications, community engagement and events in support of GVHA's strategic plan and harbour activation.

The Communications & Events Coordinator delivers communications in support of GVHA signature events and community events. You will draft or coordinate various communication pieces such as promotional materials and website copy and contribute to social media content curation. Your events experience will guide you in reviewing and approving applications for vendors participation and event space at GVHA's harbour properties and marinas, coordinate site set-up, ensure that all rentals and events adhere to GVHA's technical site requirements and community and environmental standards. Reporting to the Manager, Communications and Marketing, you will work closely with internal GVHA departments and the City of Victoria Arts & Culture.

Apply for this position if you have formal experience in communications, executing artist or venue rental agreements, understand the components of organizing outdoor markets and have a passion for events and cultural programming. This full-time job requires some evening and weekend requirements. Full-time employees enjoy health benefits, RRSP matching and an available hybrid office/work-from-home schedule upon completing three months of probation.

Accountabilities

Communications & Community Engagement

- Develops or coordinates communication materials in support of the annual communications and engagement strategy.
- Provides support for social media and other digital activities as it relates to GVHA and community events held at GVHA properties.
- Supports community engagement efforts as required.
- Once approved by the manager, process film and photography permits, ensuring parties adhere to GVHA technical riders and community standards.
- Liaises with external contractors in the development of print collateral.

Events

- Coordinate GVHA's Artists on the Causeway and Ship Point Market programs. This involves reviewing and approving vendor applications and organizing each program accordingly.
- Responsible for executing GVHA's two signature events: World Ocean Day at Fisherman's Wharf and Marina Light-Up.
- Support internal event planning for various departments as needed.
- Coordinate the use of GVHA facilities by external parties and ensure the appropriate level of support for a wide range of community events, such as music, cultural celebrations, etc.
- Plan for the safety of visitors and staff by following and enforcing all related policies and procedures in the planning and execution of events.
- Work cross-functionally with other GVHA departments, providing special events expertise as required.
- Identify and implement strategies for securing new and repeat vendors.
- Must be available weekday evenings, Saturdays, and Sundays to coordinate and supervise staff during signature GVHA events and community events.
- Works with accounts payable to ensure timely invoicing and collection of payments.
- Other duties may be assigned from time to time.

Experience and Education

- Minimum of 2 years' experience in a communications coordinator role, or a degree in Communications or Public Relations.
- 2+ years of experience in an event/venue rentals role with previous responsibility in executing event plans and preparations, site set-up, guest support and follow-up, and managing stakeholder relationships.
- Diploma or experience in Technical Theatre, Event Management or similar field is an asset.
- Familiar with the Canadian Press Style Guide.
- Experience working with WordPress is critical.
- Photography/videography skills are an asset.
- Adept with Adobe Creative Suites and Canva and an understanding of graphic design principles is preferred.
- Demonstrated excellence in both verbal and written communications, with superior attention to detail.
- Proficiency with MS Office suite and internal management tools.
- Experience booking or managing events in a public setting is considered an asset.
- Proven track record for developing, maintaining, and growing relationships with key stakeholders including customers, industry contacts, colleagues, volunteers, etc.

Knowledge, Skills, and Abilities

- Excellent communication and customer service skills.
- Strong attention to detail.
- Understanding of community engagement best practices.
- Working knowledge of events planning and site coordination.
- Experience in executing venue and artist/vendor agreements.
- Experience as a theater/stage technician or stage manager is an asset.
- Excellent interpersonal skills and a team player.
- Ability to confidently deal with challenging customers and respond to and resolve complaints.
- Ability to exercise tact, good judgment, confidentiality, and flexibility in providing service to customers.
- Ability to manage and organize concurrent projects while taking into consideration changing priorities and deadlines, emerging issues, impact of decisions, and competing and conflicting demands.
- Operates standard office equipment, including video conferencing and audio-visual equipment.
- Operates marina management software for event space allocation.
- Understanding of digital photography and video storyboarding.

Working Conditions

- Office environment and site/field environment.
- Regular, full-time position.
- Occasional evenings and/or weekends due to operational requirements and/or to participate in events.
- Available on call for after-hours events assistance as needed.
- Exposure to all weather and operating conditions within an indoor and outdoor event execution context.
- May stand or sit for extended periods.
- Physical ability to set-up and strike tents, tables, chairs, audio/visual equipment and other event equipment.

GVHA is dedicated to encouraging a supportive and inclusive culture amongst our workforce. Our goal is to ensure all employees are given equal opportunity, and that GVHA is representative of all sections of society.

GVHA operates on the traditional territories of the Lekwungen People, the Songhees Nation and x^wsepsəm (Esquimalt) Nation. We are a not-for-profit organization committed to the stewardship and sustainable growth of Victoria's dynamic working harbour.