



# VOLUNTEER AND DEVELOPMENT COORDINATOR

## JOB POSTING

### ORGANISATION DESCRIPTION

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**Ottawa Chamberfest aspires to change lives through music** by presenting chamber music in an annual summer festival, a concert series, and community engagement and arts education activities. Under the artistic leadership of violinist Carissa Klopoushak, Ottawa Chamberfest is committed to artistic excellence, innovation in programming, community engagement, and inclusion.

The overall artistic strategy is built around a diverse multi-stream approach that embraces music from the 1400s to today, interdisciplinary works, and collaborations. It focuses on driving the art of the small ensemble forward, and serving the widest possible community.

Ottawa Chamberfest has been presenting a music festival in the heart of the National Capital for almost 30 years. Every summer, Ottawa's Carleton Dominion-Chalmers Centre, museums, galleries, theatres and heritage sites play host to indoor and outdoor performances by artists from around the world for two weeks.

As the festival has grown, so has the demand for chamber music. In response to this demand, a concert series throughout the fall, winter, and spring was created in 2000. It has enabled the organisation to engage with a wider community of artists and audience members, and provided another outlet to share music of the highest quality.

The organisation has also invested heavily in community engagement and education events that bring music to schools, care facilities, and the streets. It includes important community-building initiatives and investment in mentorship opportunities for up-and-coming artists.

### THE OPPORTUNITY

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#### **Volunteer Coordinator (~75%)**

The Volunteer Coordinator (VC) is responsible for the overall management of the volunteer program including recruiting, screening, managing and training. The VC directly manages volunteers and provides guidance, support, resources and tools to those who supervise volunteers. The VC administers and reviews policies and procedures which guide the volunteer program. The VC works both in a hybrid office environment and in nonstandard workplaces; the VC's schedule will be as needed, including some evenings and weekends. Time commitment will expand in the lead up and execution of Festival.

#### **Main Responsibilities:**

- Use a variety of recruiting methods such as networking, advertising, social media, local media, and community meetings to recruit volunteers
- Screen volunteers, including interviewing candidates and verifying references

- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualifications and interests of the volunteers and the needs of Ottawa Chamberfest
- Create schedules as required, with input and direction from Chamberfest staff colleagues
- Responsible for coordinating and leading volunteer orientations and training sessions
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Be the primary contact for volunteers and ensure that volunteers receive the appropriate level of supervision
- Ensure that volunteers are acknowledged and rewarded for their dedication and effort
- Ensure that the volunteer benefits program is administered
- Attend events as required
- Create reports as required including regular status up-dates and a final event report
- Other duties as required

### **Development Coordinator (~25%)**

The Development Coordinator (DC) will support the stewardship, event, administrative, and communications activities with regards Chamberfest donors, sponsors, and partners. This position will report to the Executive Director, and will work closely with the Artistic Director to ensure smooth, effective donor, sponsor, and partner relations.

#### **Main Responsibilities:**

- Manage and monitor donor communications, writing or prompting as required
- Create and manage Development calendar:
  - Sponsor: renewals, communications, agreements
  - Donor: renewals, contact, communications
  - Grant Calendar: public, private funding: application and reporting dates and deadlines
- Ensure recognition requirements are met as per donor, partnership, and sponsor agreements including, but not limited to, tickets, discounts, logo/ad placement recognition, public recognition, events;
- Prompt meetings and communications with Artistic and Executive Director, arranging logistics as required;
- Update contact notes in Patron Manager
- Support for Event Planning, Communications, and Management including, but not limited to, receptions, intermissions, silent auction items, fundraising/stewardship events:
  - Create and manage invitation lists
  - Event logistics including, but not limited to, liquor licenses, personnel (including bartender, caterers, volunteers), food/beverage, décor
  - Create nametags etc as required for events
- Provide input on overarching development strategy, especially recognition and stewardship frameworks.
- Other duties as required

## **CANDIDATE PROFILE**

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### **Candidate is:**

- Deeply interested in the arts with a commitment to the goals and values of OCMS;
- Committed to the principles of IDEAS: Inclusion, Diversity, Equity, Accessibility, and Sustainability;
- Understands that volunteers and donors/partners are a core OCMS asset;
- Highly organised with a keen attention to detail;
- An adaptable planner;
- A creative problem-solver, able to think on their feet, who embraces change;
- Sensitive to socially inclusive, diverse, equitable, and accessible language elements.
- Committed to creating an environment and modeling a workstyle that is inclusive, diverse, equitable and accessible.

### **Knowledge and Developed Skills**

- Demonstrable experience managing human and financial resources;
- Strong project management and organisational skills;
- Impeccable attention to detail;
- Comfortable learning event-specific software (Better Impact, Artifax, Patron Manager);
- Experience working in/ability to integrate into an Office 365 environment.
- A high level of motivation and organization;
- Successful record of interpersonal and relationship management skills;
- Experience working successfully and collaboratively with volunteers and staff;
- Ability to work towards objectives, establish clear directives, meet deadlines, and manage multiple priorities;
- Bilingual or a working knowledge of French in addition to a strong proficiency in English would be considered an asset.

### **Personal attributes**

- Team player with a sense of humour;
- Ability to learn quickly and adapt to changing environments;
- Strong analytical thinking skills;
- Effective problem-solver;
- Strong communication skills (writing, oral);
- Demonstrates a strong work ethic, combining energy and stamina.
- High level of professionalism with good judgement and discretion;
- Previous professional experience in the arts sector and/or lived-knowledge of classical music is a strong asset;
- Has a valid drivers' license.

## **TERMS OF EMPLOYMENT**

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This is a 30-32 hour/week position with an hourly rate in the range of \$22-25/hour commensurate with experience. Employee is entitled to two weeks of vacation, employer contribution to an RRSP, and access to group benefits.

The position requires occasional evening and weekend work. Work hours may increase to an average of 37.5 hours/week during festival season.

At time of posting, Ottawa Chamberfest staff work in a hybrid environment (office, home, and on-site concerts), though through the festival, staff is to primarily be in the office or on-site.

## HOW TO APPLY

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Please apply by email with a cover letter and a resume to [hr@chamberfest.com](mailto:hr@chamberfest.com). Applications will be reviewed beginning **Monday, January 29, 2024** though the position will remain open until a suitable candidate is found.

Qualified candidates from all backgrounds are welcomed and encouraged to apply. We invite candidates who may require assistance during the application/hiring process to let us know and we will work with them to meet their needs.

Ottawa Chamberfest thanks all applicants for their interest. Only those advancing in the process will be contacted.

## ADDITIONAL INFO

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Ottawa Chamberfest works to build a world where the rights, dignity, and worth of every human being is respected and celebrated within our organisation and our community. We strive to create a climate that is respectful, safe, and inclusive – where all feel welcome and valued, and where all are supported to make their contribution. We welcome and encourage applications from candidates of all heritage, cultures, ethnicities, gender identities, sexual orientations, and abilities, and others who may contribute to the further diversification of ideas.

Founded in 1994, Ottawa Chamberfest is registered with the Canada Revenue Agency as the Ottawa Chamber Music Society.

*Ottawa Chamberfest's activities take place on the unceded territory of the Anishinaabe-Algonquin people who are the traditional caretakers of this region which is also home to many nations from across Turtle Island. As a team, we recognise that we have a great deal to learn and have a responsibility to increase our knowledge and understanding of history and the associated realities of the Indigenous people of this land.*