

Operations + Office Assistant

The Operations + Office Assistant is responsible for the general administrative needs of the organization, including support + logistics of year-round activities as well as the Festival. A direct report to the Operations Manager, the Operations + Office Assistant ensures all administrative tasks and needs are met in a timely manner in line with organizational goals. Please note: this position must be based in Toronto with the ability to work in office at least 1 day a week.

Primary Office Responsibilities

- Working with Excel, Sheets, Google Docs, [monday.com](https://www.monday.com), Shopify, mail merge and creating pathways and systems to help staff utilize these tools.
- Assist the Operations Manager with the delivery of assets to the streaming platform (Cinesend), our ticketing platform (Elevent) + additional digital tools used for screenings.
- Assisting with our online chat system, Help Scout (Higher volume during the Festival)
- Monitor and maintain office equipment, tracking documents for equipment loans and mailouts, along with maintaining quality and repair logs; e.g. computer equipment, projectors, laptops, VR, phones
- Office administrative duties including arranging courier and shipping services, post office mailouts (including from merchandise sales), ordering Office supplies and technical equipment
- On-site merchandise sales and inventory tracking
- Oversee incoming general inquiries via info email and general phone line and maintain a high degree of discretion and confidentiality;
- Assisting Leadership with general administrative duties including: scheduling board meetings, staff meetings, inputting receipts/invoices on the financial board, creating administrative forms, filing, and booking flights and accommodations
- Assisting Operations Manager with Hospitality outings
- Work with Operations Manager and Program Manager to improve the Artist Database
- Other duties as assigned

Primary Festival Responsibilities

- Assist on-site with the flow of the Festival overall as needed or directed
- Assist with FOH, Ticketing, and the running of any activations that may take place over the year
- Assist with pulling reports, analytics, and additional data and Reorganizing report data required for various teams and departments post-Festival
- Prepare Festival kit for staff
- Organizing staff lunches during the Festival

- Key contact for Health Support workers on site

Additional Details:

- Fixed-term contract: May 27, 2024 - January 31, 2025 (14 hours/week | 2 days/ week)
- Compensation rate: \$23.15/hour
- Must be available to work occasional overtime during and in the lead-up to events and project launch dates
- Must be able to work from home in a place with reliable internet and your own computer and smartphone; occasional in-office work required at our Toronto office (located at 401 Richmond St W) and at events
- Position will remain open until filled

Submit your cover letter and resume to employment@imagineNATIVE.org with the subject "Operations + Office Assistant." Should you require any accommodations in the application process, please contact employment@imagineNATIVE.org.