THE OPPORTUNITY

The Events Coordinator is a full-time, permanent position commencing January 4, 2027.

POSITION SUMMARY

Reporting to the Chief Operating Officer, the Events Coordinator plans and delivers Pacific Opera Victoria's events and manages external bookings of the Baumann Centre. Working collaboratively across departments, the Events Coordinator ensures that company events, both at the Baumann Centre and off site, are well planned and smoothly executed. As the primary contact for venue partners and rental clients, and as a public-facing representative of the company, the Events Coordinator provides a warm, welcoming and professional experience for guests, artists, renters and colleagues. The Events Coordinator also performs other related duties as assigned.

KEY RESPONSIBILITIES

Event Coordination

- Coordinate the logistics and delivery of special events for Development, Marketing, Artistic and Community Engagement, at the Baumann Centre and off site.
- Confirm event goals, guest numbers, timelines and budgets with the responsible department lead.
- Maintain the company-wide events calendar.
- Source, book and coordinate vendors, including caterers, décor rentals, florists and audio-visual suppliers.
- Secure special event permits and liquor licences.
- Support departments with guest lists, RSVPs, registration and attendance tracking, and share event details with guests as needed.
- Prepare run-of-show documents, floor plans and staff briefing notes.
- Recruit, schedule, train and supervise event hosts.
- Lead volunteer recruitment, training, and assignments for events.
- Monitor event expenses against budgets and coordinate vendor invoices and payments with the Finance department.
- Maintain accurate event records, lead post-event debriefs, and prepare reports and feedback summaries.

Event Execution

- Implement event plans, including site layout, equipment, staging, seating and parking requirements.
- Transport event materials, supplies and equipment to and from event locations.
- Oversee setup, run live event operations, handle real-time problem-solving, and manage teardown.
- Supervise front of house services, including event hosting, food and beverage, concessions and

merchandise.

- Provide a welcoming and attentive experience for guests, artists and renters, resolving issues as they arise.
- Follow opening, closing, security, emergency and incident-reporting procedures, and provide first aid as required.
- Identify and address event-related safety risks, and support a safe and accessible environment for guests, staff and renters in accordance with Pacific Opera Victoria's Health and Safety policies.
- Maintain event supplies and inventories.

Venue Administration

- Manage the Baumann Centre booking calendar for internal use, venue partners and rental clients.
- Respond to rental inquiries, conduct site tours, and prepare quotes and rental agreements.
- Serve as the primary contact for venue partners and rental clients from initial inquiry through to post-event follow-up.
- Orient renters to building policies, procedures and emergency protocols.
- Liaise with Production and technical staff to confirm technical requirements and union technical support for events and rentals.
- Work with the Finance department to ensure accurate and timely billing and invoicing.
- Complete monthly reconciliation of all Square payments for concessions and merchandise.
- Liaise with the property management firm on building needs as required.
- Schedule and coordinate cleaning staff for the Baumann Centre.
- Manage building access for staff, renters and contractors, including issuing keys and alarm codes.

QUALIFICATIONS

- Minimum 2 years' experience in event coordination, hospitality or public relations.
- Experience supervising event staff or volunteers.
- Excellent organizational and project management skills.
- Excellent written and verbal communication, and multitasking skills.
- Fluency in English.
- Able to work collaboratively as part of a team and independently.
- Ability to remain calm under pressure and maintain a customer-service mindset.
- Advanced knowledge of MS Office tools.
- A valid BC Class 5 driver's licence required.
- Comfortable driving panel and cargo vans, navigating urban spaces and loading docks.
- Legally eligible to work in Canada.
- A post-secondary degree or diploma in a related field an asset but not required.
- Experience coordinating audio-visual and technical requirements for events an asset.

- First Aid certification an asset; employer will provide training.

WORKING CONDITIONS

- Work at the Baumann Centre and at off-site event venues, including some outdoor events in varying weather.
- Hands-on event setup and teardown, including lifting and carrying items up to 50 lbs, moving heavier items with assistance, and standing for extended periods.
- Evening and weekend work, as required by the event schedule.

COMPENSATION AND BENEFITS

- Competitive salary, $50,000 – $55,000 annually, contingent on experience and qualifications.
- Comprehensive extended health and dental benefits plan 100% employer paid.
- Employee and family assistance program.
- Employer-matched RRSP program up to 5% employee salary.
- Three weeks of annual vacation leave per year. An additional week of compensating time off in lieu is provided between Christmas Day and New Year's Day, and reduced summer hours when possible.
- Maternity-parental leave top-up available.
- Flexible work arrangements including remote work options.
- A dynamic, creative, and collaborative work environment.
- Stylish and accessible office, artistic and public spaces.
- Paid professional development and volunteer opportunities.
- Complimentary season tickets and invitations to special events.

ABOUT PACIFIC OPERA VICTORIA

Pacific Opera Victoria is one of the most influential professional opera companies in Canada. Our vision is for a world in which opera enriches the lives of everyone. Our mission is to create distinctive and inclusive opera experiences which inspire and engage artists and audiences.

We deliver our mission with integrity and uncompromising adherence to our values: Quality, Leadership, Innovation, Collaboration, Learning, Inclusivity and Stewardship. We are committed to advancing Equity, Diversity, Inclusion, Reconciliation and Environmental Stewardship in our organization and community.

For nearly five decades, Pacific Opera Victoria has earned a national reputation for artistic achievement, innovative programming, original productions, and meaningful community engagement. Our productions are seen on stages across North America, and we proudly collaborate with every major Canadian opera company through co-productions and artistic partnerships that extend our impact far beyond Vancouver Island.

From our home at the Baumann Centre in Victoria, we create distinctive opera experiences that inspire audiences, nurture artists, and strengthen communities. We are a company known for doing things

differently: commissioning new work, building our own productions, collaborating widely, and creating opportunities for people to connect through powerful storytelling and music.

APPLICATIONS

Please submit a cover letter and resume before end of day November 30, 2026 to:

Ereca Hassell, Chief Operating Officer

Pacific Opera Victoria

Email: jobs@pacificopera.ca

Include in Subject Header: Events Coordinator

Applications will be reviewed as received. The position will remain open until filled.

Pacific Opera encourages applications from candidates of diverse backgrounds and lived experiences. If you require accommodation at any stage of the recruitment process, please let us know at jobs@pacificopera.ca.

We thank all applicants for their interest. Only candidates selected for an interview will be contacted.