

creative BC

BRITISH COLUMBIA'S CREATIVE INDUSTRY CATALYST

Creative BC is an independent society created and supported by the Province of BC to sustain and help grow BC's creative sector, specifically: motion picture; digital and interactive media; music and sound recording; and the magazine and book publishing industries. The society delivers a wide range of programs and services to expand BC's creative economy. These include the administration of the provincial government's tax credit programs for film, television, animation and visual effects; development funding and export marketing support; and motion picture production services to attract inward investment and market BC as a destination for domestic and international production. The society acts as an industry catalyst and ambassador to help BC's creative sector reach its economic and creative potential both at home and globally.

While there is currently an incumbent in a temporary role, to ensure the best outcome and future for Creative BC, we are engaging in an open recruitment process to formalize a permanent position for the:

Motion Picture Industry and Community Affairs Specialist

Reporting to and working closely with the Motion Picture Industry and Community Affairs Manager, the Specialist is responsible for all day-to-day general administration and organization of specific files, initiatives and inquiries relevant to industry and community affairs, within the department of the Provincial Film Commission at Creative BC. This individual collaborates with the broader department and with Creative BC's entire team to deliver excellence in service and quality.

The Specialist is uniquely privy to sensitive information and must have the proven integrity to maintain utmost confidentiality. The role of the Specialist is dynamic, complex, full of variety and days can often be unpredictable. Comfort juggling day-to-day tasks and long-term plans with arising issues and incoming inquiries is key. The Specialist is a master prioritizer and multi-tasks with ease, efficiency, patience and flexibility.

As the first point of contact for inquiries from the public and industry relevant to physical production in BC, the Specialist's priority is to make sure people are heard and swiftly connected with information, solutions and/or resources to serve their needs. The Specialist is great with people, a consummate problem-solver and understands how to provide excellent client service that makes lasting, positive impressions.

KEY ACCOUNTABILITIES

Selected key accountabilities as they relate to Creative BC's values include:

INSPIRING CREATIVE COURAGE

- working with the Motion Picture Industry + Community Affairs Manager and peers, innovates and improves internal systems and processes toward streamlining and efficiency within the department;
- identifying trends, patterns and opportunities for new and improved department processes, tools and communications in service of clients.

FOCUSING ON CLIENT NEEDS

- liaising and communicating directly with members of the general public, the municipal film offices, Assistant Location Managers, Location Managers, Production Managers, etc.;
- responding to general enquiries and directing people to appropriate resources: "getting into the industry" tools for entry level job-seekers and those seeking career advice; information for businesses and entrepreneurs looking to engage with industry;
- problem solving, and conflict resolution related to issues raised by the public, partners and motion picture productions;
- demonstrating empathy, excellent listening and communication skill; listening to the public's experience to understand filming impacts and devise plans that best address arising issues;
- delivering knowledge about production, locations, film department requirements, responsibilities and processes; communicating information out to Locations communities—educating about the film production process on location, supporting communities to relate to the industry (including its positive impacts) and increasing public awareness and understanding of physical film production;

SHOWING SERVICE LEADERSHIP

- building and deepening stakeholder relations and partnerships with industry and industry associations;
- attending and tracking select working groups, taking meeting notes, organizing data and information, tracking work activities and calls, entering data into tools and databases;
- engaging with municipal film offices in a supportive role by participating in "town halls" with Business Improvement Associations (BIAs), municipal liaisons and sharing data or extracting data to improve respective knowledge bases;
- Supporting the BC Film Commissioner in the facilitation of Regional Film Commission funding, communications, contracts and reporting.

DEVELOPING A UNITED VISION

- working collaboratively with municipal, regional, provincial and federal government agencies and organizations, including senior local and regional staff, mayors and councils in the joint resolution of issues and the promotion film friendly policies and guidelines;
- understanding how best to collaborate and address current and emerging pressure points for film productions and the communities in which they work;
- assisting in designing and revising film permitting policies for various stakeholders including working with the language of film production and interpreting it for government;
- integrating activities of the motion picture industry with those of Creative BC's Industry + Community Affairs team as well as those of Creative BC's communications team to identify synergies and opportunities in support of shared objectives and overarching strategies.

BEING TRUSTED TO ACT

- supporting Creative BC's and the Provincial Film Commission's broader activities such as Locations night, office events etc.;

- supporting the Motion Picture Community Initiative (MPCI) relevant to the annual appreciation reception and community events;
- contributing to data capture, the development of Key Performance Indicators (KPI's) and metrics, and to new systems and tools as and when needed;
- supporting and promoting the significance of Creative BC's industry and community affairs work through storytelling ideas and data collection that contributes to the organization's social media channels and annual Impact Report.

DIFFERENTIATING COMPETENCIES

The individual who will succeed in this role is:

- an expert on filming and the business of physical production
- approachable and relatable – cares about others and acts with honour and character
- comfortable working through conflict and thrives on tough challenges
- organized, stays on point, foresees and plans around obstacles

EDUCATION REQUIREMENTS

The individual must have recent physical production experience. Higher education in a relevant field is valued, such as a diploma or undergraduate degree in the humanities, social sciences, or business, or an equivalent combination of education and experience acceptable to Creative BC.

COMPENSATION

In return for an energetic and enthusiastic commitment to Creative BC the successful individuals will be offered a comprehensive compensation package, which includes: base salary; three weeks' vacation plus annual holiday break; medical, dental and extended health benefits; and participation in the Public Service Pension Plan.

Applicants must be Canadian residents of BC and eligible to legally work in Canada on a continuous basis.

Please note that there are internal candidates for these positions. Interested and qualified individuals may submit a cover letter and CV to careers@creativebc.com. Submissions will be accepted through May 4, 2018. We thank all applicants for their interest in this opportunity at Creative BC.

We regret that we cannot respond to all applications so only candidates who meet the requirements and are selected for an interview will be contacted. If you have questions about this opportunity, please direct them to careers@creativebc.com