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## CAREER OPPORTUNITY

Creative BC is an independent society created and supported by the Province to sustain and help grow British Columbia's creative industries: motion picture, interactive and digital media, music and sound recording, and magazine and book publishing. The society delivers a wide range of programs and services with a mandate to expand B.C.'s creative economy. These activities include: administration of the provincial government's motion picture tax credit programs; delivery of program funding and export marketing support for the sector; and provincial film commission services. Combined, these activities serve to attract inward investment and market B.C. as a partner and destination of choice for domestic and international content creation. The society acts as an industry catalyst and ambassador to help B.C.'s creative sector reach its economic and creative potential both at home and globally.

As the home of the Provincial Film Commission, the organization is currently seeking to fill an immediate full-time contract position through March 31, 2021 for a:

### **Motion Picture Industry and Community Affairs Coordinator (Contract Position)**

The role may evolve at the end of the contract to be posted as a similar or revised opportunity.

Reporting to and working closely with the Motion Picture Industry and Community Affairs Manager, the Coordinator 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 Coordinator is uniquely privy to sensitive information and must have the proven integrity to maintain utmost confidentiality. The role of the Coordinator 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 Coordinator is a master at prioritizing 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 B.C., the Coordinator's priority is to make sure people are heard and swiftly connected with information, solutions and/or resources to serve their needs. The Coordinator 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

- increasing Creative BC's knowledge relevant to active B.C. productions, challenges, successes and contacts; following up with productions to acquire materials such as crew and location lists or to arrange set visits as required;
- 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, tracking, project management and communications in service of stakeholders and clients

## FOCUSING ON CLIENT NEEDS

- Acting as the first responder to community engagement inquiries/complaints; referring issues to the Community Affairs Manager and tracking community engagement issues related to filming in the database;
- 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 jobseekers 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

- Maintaining data integrity by compiling and assessing production data from a variety of sources including the Directors Guild of Canada (DGCBC) & Union of BC Performers (UBCP) production lists; adding data to the Salesforce database and maintaining the "In Production" listing on Creative BC's website
- 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.;
- Assisting with the coordination and logistics of film industry forums and events; supporting the Motion Picture Community Initiative (MPCI) relevant to the annual appreciation reception and community events;
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- 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;
- providing administrative support as requested.

## DIFFERENTIATING COMPETENCIES

The individual who will succeed in this role is:

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

## SKILLS AND EXPERIENCE REQUIREMENTS

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

The individual that Creative BC is seeking for this position is client service-focused, detail-oriented and enjoys multi-tasking.

Key requirements include:

- On-set or production office experience in production, locations, or similar job position (preferably 2-3 yrs.) with good knowledge of the film industry (Independents/Commercial/TV Series/Features)
- Outstanding organizational skills
- Knowledge and/or experience in collaborating with governing bodies including municipal, provincial and Indigenous governing bodies and communities
- Competence with MS Windows (Word, Excel, Outlook)
- Knowledge of and experience with information systems and databases
- Excellent judgement, written and verbal communication skills
- Ability to develop and maintain client relationships
- Confidence in managing multiple priorities in a deadline-based environment

## **EDUCATION REQUIREMENTS**

- An undergraduate degree or an equivalent combination of education and experience, acceptable to Creative BC; and
- Education in Business/Commerce, Marketing and Communications, Arts Administration, Public Relations, and other related fields is considered an asset.

## **APPLICATION INFORMATION**

Applicants must be Canadian residents of BC and eligible to legally work in Canada on a continuous basis. The organization applies relevant, inclusive and balanced hiring practices, reflecting our organizational values and the BC Human Rights Code. Creative BC is an equal opportunity employer.

Please submit your cover letter and resume to [hr@creativebc.com](mailto:hr@creativebc.com). Creative BC's interview process will begin immediately, and submissions will be accepted November 24, 2020.

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 send them directly to [hr@creativebc.com](mailto:hr@creativebc.com).