



An independent non-profit agency designed and supported by the Province of British Columbia, Creative BC serves the creative media industries with strategic activities that will sustain and grow this sector's economic success. Through strategic leadership and collaborative action, Creative BC delivers programs and services that leverage BC's reputation, reach and potential in four interrelated areas: film and television; digital and interactive media; music and sound recording; and magazine and book publishing. Key activities are: to design funding programs for the creative media industries that stimulate development and support export marketing; to act as the province's designated film commission in the delivery of motion picture production services; to administer provincial motion picture tax credit programs; and importantly, to lead and unite BC's creators, creative entrepreneurs and media industries in the continued attraction of inward investment – marketing BC as a destination of choice for domestic and international media production.

To ensure the best outcome and future for Creative BC, we are engaging in an open recruitment process to formalize the permanent position of:

OFFICE COORDINATOR

Creative BC values diversity and strives to reflect the communities it serves. To ensure diverse teams, the organization encourages and prioritizes applications from members of groups that are historically, persistently, and systemically underrepresented including: Indigenous, Black and people of Colour; people identifying as LGBTQ2AI+ and/or non-binary; people living with visible and invisible disabilities; and members of other equity seeking groups. Creative BC also encourage applicants to self-identify if they wish to do so during the application process.

Reporting to and working closely with the Director of Finance + Administration, as well as their team, the Office Coordinator proudly owns Creative BC's "front-of-house". The Coordinator also understands and enjoys the work it takes "behind-the-scenes" to deliver quality support and helpful service within a dynamic non-profit office—one that hosts busy staff, creative sector clients, board directors, association leaders, industry organizations, and government partners too. Like all staff at Creative BC, the Office Coordinator works to connect, collaborate, and support the creative industries to achieve their potential in B.C. and globally.

The role comprises delivery of front desk and switchboard services, general office support and maintenance, as well as first-level IT assistance and some finance team support. As the first point of contact at Creative BC, the Office Coordinator's priority is to understand everything about how the organization functions. This is to ensure clients and callers are cordially and swiftly connected with information, resources, and departments to serve their needs. The Coordinator thrives on being relied upon, takes personal initiative all day long, and gets many little things done efficiently and independently before they turn into big things. The Coordinator is highly comfortable with technology—from phones and computers to television screens and sound systems—and generally anticipates needs, problem-solves, designs systems, asks questions, and collaborates to ensure that things are, or soon will be, in perfect order.

This role is homed at the reception area but owns the entire office, is 100% on-site and in-person, and pleased to be there daily, working with a variety of people in-person and remotely each day. The role bridges, connects, and organizes, bringing a friendly vitality to Creative BC as staff and guests arrive



and revolve through its offices, and across its switchboard, screens, and platforms. The Office Coordinator is uniquely privy to sensitive information and must have the proven integrity to maintain utmost confidentiality.

The day-to-day work is full, fluid, and fast-paced. The Coordinator role is particularly dynamic and varied, balancing autonomous and self-directed activities with requested tasks and projects, requiring this person to have comfort with the pressures of juggling and multi-tasking.

KEY ACCOUNTABILITIES

Office Coordination

- **Coordinates Creative BC’s “front of house”**—greet and seats guests, schedules rooms, manages the switchboard, performs general administrative tasks as requested, and efficiently receives and distributes couriers, catering, mail, etc.
- **Coordinates what is “behind the scenes”**— generally assists as required with day to day, social and urgent projects, keeps up inventories including kitchen, work station, and office supplies, makes coffee, orders catering and sets up the boardroom for meetings then clears it, spruces the office to look its best by organizing and refreshing it, ordering and stocking supplies, coordinating with building cleaners, maintenance, and organizes on-premises-related maintenance and fixes, from air filter changes to rooftop deck, storage, parking, or bike room improvements

IT Coordination

- **Coordinates hardware and software needs and inquiries**—tech savvy, rapidly becomes a trusted resource for IT-related needs inside Creative BC who can trouble-shoot or assist in escalating issues to a third-party IT partner, maintains inventories of hardware, addresses hardware and software requests, coordinates repairs and updates on equipment for staff by IT partners, understands the few but significant systems at Creative BC and simply helps to make things work—from remote controls and meeting room video calls to consistent Wi-Fi.
- **Coaches, onboard and offboards new staff to computers and MS365 tools**--understands how to use the MS365 suite of tools and maintains an up-to-date inventory at all times of hardware and software allocations, acts as the Director of Finance + Administration’s right hand regarding office requests for assistance and small equipment needs.
- **Understands the remote controls**--Is the expert and assists with wall-mounted screens and associated tech that provides music, digital signage, group video conferences throughout the office.

Finance and Operations Connections

- **Works with the Operations + Communications Coordinator** to assist with administrative paperwork and IT considerations regarding onboarding / offboarding employees by compiling signed policies, creating a consistent welcome package of materials, and forwarding/redistributing email accounts upon departure etc.
- **Works with the Finance Coordinator** to understand various tasks and provide backup for Finance Coordinator vacations on assigned tasks
- **Works with the finance team and the operations team’s Knowledge + Systems Lead** to learn and maintain expertise as required across both the finance department’s software and Creative BC’s Salesforce system, supports the Finance Milestones Calendar as required.



THE JOB AS IT RELATES TO THE CREATIVE BC VALUES

INTEGRITY

- Catching myriad incoming requests and miraculously missing (next to) nothing.
- Acts as Creative BC's "Air Traffic Controller" equivalent, with the added touch of personalization – learning and anticipating what people like and need, then delivering to exceed these expectations.
- Sustains relationships with vendors essential to the service of Creative BC's successful day-to-day functioning – from kitchen supplies to cleaners, elevator repairs to security systems, mail machines to photocopiers and more.
- Masters the office calendars and coordinates all meetings and spaces – ensuring rooms are set up, services are delivered then cleared efficiently.

INNOVATION

- Identifies emerging patterns of requests for key information, then designs methods by which we may respond more efficiently, building our capacity to manage increasing volume brilliantly.
- Innovates processes, procedures, and approaches, always looking for ways to adapt how we work by embracing experimentation and change.
- Ensures all shared spaces (including digital spaces such as Teams, TELUS Business Connect and Zoom accounts) are easy to use, offer how-to-guides, and are immaculately maintained.
- Identifies opportunities to connect separate requests and bridge initiatives within the departments toward more integrated and intelligent operations.

INCLUSION

- Treats all staff as "the client", and understands diverse internal needs; proactively ensures resources, tools, supplies, and equipment are well-stocked, functional and in good repair.
- Receives and directs all incoming phone calls and guests with equal care, ensuring they are attended to kindly and appropriately.
- Sets and maintains a tone of grace, confidence, and professionalism that permeates the culture and puts people at ease in the knowledge that nothing is a problem, and everything can and/or will be taken care of.

WISDOM

- Notices where there is bottlenecking and finds solutions that accelerate response times to keep activities and communications moving.
- Juggles tasks, knows what will be time-sensitive and what will not be; applies expert prioritization skills to deliver what is urgent first, then tenaciously works through the rest of the list.
- Together with the Operations + Communications Coordinator, enhances and maintains the



- Creative BC Intranet as the go-to, up-to-date, useful, accessible, digital information manual for the organization – a one-stop knowledge hub for new and existing staff that keeps everyone informed and current.
- “Owns the office”—stays curious about everything that goes on within Creative BC, helping, shaping delivery of services, and judiciously pushing back gently, when necessary and appropriate, to assist us to see better ways of getting things done.

DIFFERENTIATING COMPETENCIES

The individual who will succeed in this role is:

- Open, receptive, approachable, and highly positive.
- Resourceful, process-oriented, and organized.
- Organizationally savvy and effective.
- Creative, innovative, comfortable with ambiguity.

EXPERIENCE AND SKILLSET

- Excellent professional presentation and presence; 1-2 years’ experience in office administration and preferably also within a client service role.
- Great communication skills (oral and written) combined with humble self-confidence; a specific capacity for “rising above it all” and devising positive solutions that smooth over any situation or issue; the ability to “put out fires” and point people in the best, most positive direction for all.
- An ability to learn and use the tools: strong working knowledge of the Microsoft Office suite and a propensity for picking up and mastering new digital tools.
- A respectful, proactive, and service-oriented style combined with the magical ability to listen between the lines, fill in the gaps, understand intended meaning and deliver better solutions than envisioned or anticipated by the client.
- A propensity to be organized and to help others design organizing systems for simplicity; administrative competency and the ability to maintain effective workflows and processes.

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.

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 winter break; medical, dental, and extended health benefits; 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. 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 careers@creativebc.com. Creative BC's interview process will begin immediately, and submissions will be accepted through Friday, September 21, 2022.

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 careers@creativebc.com.