



Hospitality Coordinator

The Elora Festival presents world-class vocal/choral and chamber music each July in the vibrant and artistic village of Elora. Led by Artistic Director Mark Vuorinen, the Festival attracts about 7,000 people annually and has The Elora Singers at its core, complemented by established and emerging Canadian and international artists.

The Festival offers both traditional and innovative programming, including classical, world music, interdisciplinary, popular and family-friendly programs.

The 2025 program will run from July 11 – 27, 2025 and will feature a series of performances by the ensemble in residence, The Elora Singers. Guest artists engaged to perform at the 2025 Festival include Jeremy Dutcher, Chanticleer, The Gesulado Six, Autorickshaw, Myriam Leblanc, Elinor Frey, Rachel Fenlon, Janina Fialkowska and members of the Kitchener-Waterloo Symphony.

The **Hospitality Coordinator** (a.k.a. Special Events Coordinator per the CSJ job bank) is responsible for arranging, coordinating and supervising all catering, transportation and accommodation requirements for singers in residence, guest artists and receptions, as well as for the organization and management of bar and merchandise sales at concerts during the Festival. The Hospitality and Merchandise Coordinator will report to the Manager, Development & Operations and will have the opportunity to learn and implement administrative and budgeting skills, develop and activate logistic planning, practice problem solving and customer service skills and effective team management strategies.

Terms of Contract: \$19 / hr, on average 35 hours per week, possibly more during the Festival from July 11 – 27, 2025. The successful candidate must be available to work evenings and weekends from May to the end of the Festival, and must have a valid driver's licence and vehicle. The Hospitality Coordinator will be asked to use their own personal computer and cell phone for this position. There will be nominal compensation for this requirement. The term of the contract is April 28 – August 15, 2025 (16 weeks).

Note: This position is pending approval of funding from Canada Summer Jobs.



Responsibilities include:

- Create an inventory of billeting and catering requirements
- Develop the final catering and accommodation budget for approval by Manager, Development & Operations
- Inspect community-based volunteer billet locations and match performers with the appropriate billet
- Responsible for the setup, management and sales of artist's merchandise and CDs during concerts and preparing cash balance reports at the end of each shop opening.
- Apply for Special Occasion Permits and order bar supplies in coordination with the Manager, Development & Operations
- Arrange and contract a professional caterer
- Work with a Volunteer Catering Committee to plan for, and organize in-house catering requirements
- Provide support for the designated Lead Bar Volunteer at each event

A background in classical / choral music or arts management would be an asset. Since the duties of this role are diverse, students will have the opportunity to apply their studies to this position and learn new skills that they can relate to their ongoing studies and future employment opportunities, including:

- Communications
- Not for profit management
- Arts management
- Theatre arts
- Hospitality and tourism management
- Office administration
- Liberal arts
- Recreation
- Media studies
- Event management



Required Skills: Professional and respectful approach in all manner of work, including excellent oral and written communication skills, attention to detail, ability to multi-task in a fast-paced team environment, and professional demeanor towards colleagues and patrons. Experience working with Microsoft Office.

Supervision and Mentoring Plan: The Hospitality & Merchandise Coordinator will be supervised by the Manager, Development & Operations who will complete orientation and training during the first week. Training will include an orientation of office and staff, full review of the Festival 2024 line-up, training on the billeting process and policies, Smart Serve certification and food prep and handling guidelines, as well as familiarization with organizational policies, and support/mentoring resources available. The Manager, Development & Operations will guide and support the Hospitality & Merchandise Coordinator in day-to-day operations. The Manager, Development & Operations and/or Project & Event Manager will be on site for direct supervision. The Hospitality & Merchandise Coordinator will be expected to report activities to the Manager, Development & Operations and attend all weekly staff meetings. They will have the opportunity to make discoveries, offer new ideas, and participate in or shadow tasks that might not be in their job description but that they feel is of particular interest.

The lead mentor will be the Manager, Development & Operations and the youth will have many opportunities to develop their skillset through direct interaction with all staff. Mentoring will include setting learning goals and bi-weekly reviews of progress towards those goals.

Health and Safety Practices in the Workplace: Our Health and Safety Officer will orient the youth during a detailed office and venue tour, including first aid kit locations, fire extinguishers, fire exits and local emergency contact information. St John's Ambulance attend all concerts to offer medical assistance. The Hospitality Coordinator will not undertake any work that they feel unsafe doing. All staff are required to take AODA and WHIMS training, and Dementia-friendly training through the WaterlooWellington Alzheimer's Society. The youth will also receive an orientation to the Festival's Harassment and Safe Work Environment policies.

Work Environment: The Festival is committed to ensuring that every employee has a safe work environment free of discriminatory practices, violence and harassment. Employees are provided with a copy of the organization's Code of Conduct as part of the on-boarding process. In addition, the organization has contracted with Clearview Connect Inc. to provide employees with a safe, ethical and independent reporting process should a need arise.

To apply, send your résumé (max. 2 pages) and cover letter to Christina Stelmacovich at christina@elorasingers.ca . Deadline to apply: April 7, 2025.