

Working Title Booking Administrator, SAJA	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit CCD, CI/Jubilee Auditorium	Ministry Arts, Culture and Status of Women
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Present Class Administration 1	Requested Class Administration 1
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Dept ID	Program Code	Project Code (if applicable)
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**PURPOSE:** Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

Based in Calgary and reporting to the Director, the Booking Administrator supports the administration and operation of the Southern Alberta Jubilee Auditorium, a facility housing a 2500 seat theatre, Rehearsal hall, Barre room and lobbies. The position’s key responsibility is programming the facility through negotiations and booking of the above rooms, monitoring the day-to-day logistics, working with the Alberta Jubilee Auditorium Society that is contracted to do front-of-house services, as well as coordinating details with external partners (ie Ticketmaster, City of Calgary Parking Services). Also engages in policy development, budgeting, planning, effective public relations, supervision and evaluation of contracts and other related duties that contribute to the effective operation of the facility. While taking the lead from the Director, this position helps cover off responsibilities in an operational environment that requires availability beyond a standard Mon – Fri, nine to five environment.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Leasing and booking of the Main theatre and support spaces within the government mandate of ensuring Commercial, Community, and Resident companies are given equal opportunity to use the facility as well as providing Albertans with a diversity of performances.

- Through the facility booking system, Concentrics, bookings and inquiries from potential lessees are handled efficiently, which includes quoting rates, holds on dates and advising them of our general booking procedures and policies in our facility.
- Accurate preparation of the leases once an event is confirmed.
- Diligent follow-up of leased events to ensure the receipt of deposits and signed leases and follow-up with promoters on any holds they may have to make sure these are either confirmed or released.
- Ensure that ticketing set up dates and financials are correctly represented and reported for accounting purposes.
- Maximize scaling models of the venue manifest.
- Deal with all promoters regarding any requests needed pertaining to their event in the facility.
- Facilitates event settlements to ensure proceeds are accurately allocated to various parties.
- Liaise with Alberta Jubilee Auditorium Society with regard to implementation and evaluation of booking policies.

Keeps accurate day to day statistical information with regard to events in the facility to support requests from Department and engages in any policy development issues in facility.

- Tracks and tabulates comprehensive statistical information based on information received from events in the

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venue. This is comprised of the attendance at each event, days facility is in use and number of performances in the facility.

- Reports accurate statistical information to Director of facility and Department staff as requested.
- Prepares and administers periodic satisfaction surveys.
- Prepares and evaluates reports for Director and/or Department.

Assists in financial operations of facility.

- Tracks receipt of deposits from lessees regarding their booking.
- Generates final settlements for main client and subcontractors.
- Assists in preparation of annual business plan for the facility.

Maintains strong internal communication within facility to all departments.

- Compiles and maintains information on weekly sheets pertaining to all rooms in use in the facility on a weekly basis and distributes these to all relevant parties in the facility to ensure consistent and accurate internal communication.
- Ensures information on Concentrics is accurate for website updates.
- Communicates with lessees regarding any requirements needed for their event and coordinates this information with Technical personnel, Front of House, Caretaking staff, Security staff and Facility Property Management to best serve the lessee.

Maintains close relationship with contract departments on site.

- Works with and maintains close relationship with staff of Alberta Jubilee Auditorium Society.
- Works with Ministerial contacts on internal GOA events in and outside of the Auditorium.
- Work with and coordinates with other contractors, such as caretakers, security, and box office staff.

**SCOPE:** List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

- Deals with local, national and international clients, agents, promoters, managers, and artistic heads of resident companies.
- Is responsible for ensuring deposits are received and final settlements are completed with clients. This involves the careful and accurate management of significant amounts of cash flow. This work can often take place on evenings and weekends.
- Works in conjunction with Ticketmaster to ensure no events are put on-sale prior to venue confirmation.
- Maintains accurate information within Concentrics in order that all other staff in the facility have access to accurate information.
- Collects website information from clients and promoters, for the Jubilee website management staff.
- Works in conjunction with GoA Technical Coordinators (Lighting, Audio and Stage) with regard to advance requests from lessees for the smooth running of their event and to keep them apprised of the policies and procedures of the facility.
- Communicates with the general public with regard to any inquiries or complaints they may have pertaining to the facility.
- Is the primary contact with lessees, contractors and stakeholders to discuss any specific issues that may arise with booking, ticketing and event financial administration.

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- This position requires a thorough knowledge of the entertainment business with a focus on venue management.
- Ability to make decisions independently on a day-today basis regarding booking, leasing and accounting as well as to ensure the comfort and safety of patrons, clients, and staff.
- Must be able to resolve client concerns and address issues raised on an immediate basis.
- Works under guidelines, policies, and procedures established by the Director.
- High level of expertise in cultural facility management.
- Excellent public relations and problem solving skills.
- Knowledge of accounting and bookkeeping procedures.
- Strong computer knowledge including Microsoft Office..
- Ability to gather and disseminate information pertaining to overall running of facility.
- Ability to communicate verbally as well as in writing with various levels of government, clients and patrons.
- Must be able to keep information of a confidential nature with regard to bookings, client relationships, facility policy and Ministry relations.
- Excellent time management and organizational skills are essential, in addition to being flexible with work hours with some evening and weekend work required.

**CONTACTS:** The main contacts of this position and the purpose of those contacts.

Clients of the Alberta Jubilee Auditoria – the position is in direct interaction with clients regarding date availability and booking details, and event execution.

Alberta Jubilee Auditoria Society – this position provides detailed information to Society to ensure Front of House needs of clients are met.

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised.

N/A

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent job evaluation requests under PREP.

No changes.

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached.

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*