

## **Seasonal Administrative Assistant – 2 positions (term)**

### **Seasonal Administrative Assistant (15 weeks)**

Term of employment: May 23<sup>rd</sup> – September 1<sup>st</sup>, 2023

Rate of pay: \$15.00/hour

35 hours per week; some overtime may be required; must be available evenings and weekends

### **Seasonal Administrative Assistant (10 weeks)**

Term of employment: June 12<sup>th</sup> – August 19<sup>th</sup>, 2023

Rate of pay: \$15.00/hour

35 hours per week; some overtime may be required; must be available evenings and weekends

### **General Accountability**

This role reports directly to and is functionally accountable to the Manager, Finance & Administration; with the support of the Office Administrator, the Seasonal Administrative Assistant will assist with a variety of administrative tasks and reception services leading up to, during, and after Folklorama's peak event season in the summer. This position is imperative in supporting inquiries from the public relative to Festival ticketing, VIP Tours, and general Festival information. Flexibility for evenings and weekends is required, particularly during the Folklorama Festival with possibility of overtime.

### **Primary Accountabilities**

- Ensure that clients receive prompt, friendly, and knowledgeable service on the phone, in person, and through written and electronic communications. Proficiency in Microsoft Office programs (Word, Excel, Outlook) is a requirement.
- Maintain all functions of the phone switchboard (Shaw Polycom) servicing clients and staff, including online functions.
- Uphold professional, calm demeanor when responding to any customer issues, taking the time to work through technical difficulties or providing information.
- Be comfortable managing multiple responsibilities at once in a fast-paced, high-volume environment.
- Provide a variety of administrative support services to the Folklorama Operations Team, as assigned or approved by the Office Administrator.
- Assist with special events and meetings as required that may include hours outside of regular business hours.
- Work in conjunction with the Office Administrator to coordinate all incoming and outgoing physical and electronic mail communications. Ensure that all mail and correspondence is opened, dated, and distributed to the appropriate departments.
- Maintain the front reception area and boardrooms.
- Ensure that all office supplies (paper, coffee, drinks, cleaning items, etc.) are refilled regularly.

- All other necessary duties as assigned by the Office Administrator, the Manager, Finance & Administration, or the Executive Director

## Qualifications

- Education & Experience
  - Must have a minimum high school diploma
- Additional skills and abilities
  - Time management skills:
    - Ability to coordinate and prioritize multiple assignments in a fast-paced environment
  - Comfortable with learning and working with technology (e.g., Zoom, Teams, smartphones, tablets, digital ticketing website)
  - Strong attention to detail, logical thinking, ability to troubleshoot
  - Active listening, empathy, clear communication, conflict resolution
  - Proactive, action-oriented to fulfill obligations for the team's success
  - Dynamic, keen, and organized individual with strong initiative and attention to detail

If you are interested in joining the Folklorama team as a summer intern and have the experience, education, qualities, and passion to work for one of Winnipeg's premier arts and cultural organizations, please forward a cover letter indicating where you saw this position posting, a resume and, three references by **Friday, March 17, 2023, at 5:00 pm to:**

**Deanne Coombes (she | her)**  
Manager, Finance and Administration  
Folklorama  
c/o [postings@folklorama.ca](mailto:postings@folklorama.ca)

*Folklorama is committed to equity, diversity, and accessibility in the workplace. We strive to have a team that reflects our mission and mandate, and encourage diverse abilities, cultures, identities, languages, and perspectives. Folklorama encourages candidates to speak to this in their application. Applicants should identify if they require accommodation during the competition process on a confidential basis.*

Thank you to all applicants for your interest however only those selected for an interview will be contacted.