

Community Access and Memberships Coordinator Job Description | March 2025

Reporting to the Education Manager, the Community Access and Memberships Coordinator supports the development and execution of Digital Arts Resource Centre's membership services and community access activities, both in person and online.

The Community Access and Memberships Coordinator will support the programming and education department in the development of artistic professional development opportunities that engage with DARC's membership and the public in DARC member spaces, The Loop and the DARC Microcinema. They will be responsible for supporting a diverse range of artistic opportunities that focus on skill building and growth in the media arts and will also be responsive to the needs of the community while contributing to the development of new community outreach programs.

The Community Access and Memberships Coordinator is responsible for supporting DARC's membership base and membership services by stewarding positive member relations, liaising with DARC's diverse membership and providing exciting new membership opportunities while building strong community ties and engaging in forging new relationships with partners/stakeholders on behalf of the centre.

This position welcomes an individual who is enthusiastic about Ottawa's media arts community, who has an adventurous approach to community engagement and outreach while breaking down access barriers and advocating for DARC's diverse membership. This position is a good fit for an individual who is collaborative, organized and has excellent time management/communication skills.

This position is part-time, 24 hours per week, with the potential to become full-time on the success of additional funding.

DUTIES

Membership Coordination (50%)

- Responsible for membership coordination; overseeing membership applications and registrations on AMS (Arts Management System) and via email;
- Responsible for intaking and orienting new members and renewing members into membership database;
- Supports membership perks and programs, members events and development opportunities in collaboration with the Education Manager and Director;
- Manages our member-focused facilities and co-working spaces, The Loop and the DARC Microcinema, including facility maintenance and booking communications;
- Provides an introduction to the space to interested parties (members, potential members, etc), through leading facility orientations and/or digital tours;
- Liaises with organizational members to review membership and facility access guidelines during the booking request phase;

- Project lead on member or partner events such as screenings or artists talks in the DARC Microcinema space.

Community Relations (25%)

- Works closely with the Director and Education Manager to support community building programming and partnerships in The Loop and the DARC Microcinema;
- Responsible for attending external community events (partner organizations, sponsored organizations, key stakeholders, etc) and DARC events that are after hours as required;
- Responsible for coordinating and executing all membership/community survey(s) and feedback opportunities;
- Champions accessibility for DARC's public programming (both in-person and online) and takes concerns from members and the public as needed, presenting options and resources to resolve conflict or concerns presented;
- Aids in the creation and/or reconfiguration of DARC programs, programming resources and spaces based on community feedback and in collaboration with the Education Manager and the Director.

Educational Support (15%)

- Works with the Education Manager to evaluate and determine how to best align the relationship between DARC's current educational and artistic programming and DARC's strategic outlook;
- Supports the Education Manager in the development of courses, curriculum and educational series programs; responsible for working in collaboration with instructors and community partners as required;
- Responsible for collaborating in content development on centre wide efforts as required;
- Collaborates with programming department to advise on overarching annual programming direction and implementation of programming initiatives at the centre, working within the budget for the Microcinema programming;
- Responsible for contributing to and participating in the Education Working Group and assorted EWG projects as assigned;
- Supports online member portal and education spaces, as needed;
- Supports the Education Manager in maintaining the facility training space and DARC member spaces (ensures spaces are clean and stocked) as needed;
- Works with the Education Manager to ensure the safety and maintenance of the training space and equipment present as needed;
- Collaborates with the Education Manager to book technology and equipment necessary for each educational artistic program as needed;
- Backfills as the main point of contact when the Education Manager is on vacation or leave.

Finance and Administration (10%)

- Prepares regular reports on access and membership activities and presents them to the Director, Board of Directors and granting bodies on education activities and operations as required;
- Prepares regular reports to the Director and Board of Directors on membership statistics;
- Helps to facilitate the annual membership review, bringing recommendations, feedback and suggestions to build new guidelines or make changes for our members;
- Answers membership questions concerning all of DARC's programming, activities and tools;
- Consults with the Director about budget and costs of any related activities; Refers to the Director on all matters pertaining to finance or contracts; this includes but is not limited to: public relations issues/conflicts, payments, invoicing, subsidy requests, hiring instructors and contract staff, etc;
- Responsible for administering general financial transactions at the centre on AMS (Arts Management System) and QBO (Quickbooks Online) including processing payments in house and online, invoicing for in house purchases, etc. as required;
- Responsible for contributing to the overall healthy working culture of the organization; supporting and managing effective systems that are transparent, well communicated and support our strategic plan.