

Network Coordinator

Full-time, permanent | Fully remote (British Columbia) | Reports to: Executive Director

Hours: 35 hours per week • Compensation: \$60,000 • Benefit Package • Travel: Occasional BC travel, including Pacific Contact

About BC Live

BC Live Performance Network is a provincial arts service organization supporting and connecting the live performing arts sector in British Columbia through touring initiatives, advocacy, professional development, membership services and Pacific Contact, its annual performing arts showcase and conference.

We seek an organized, collaborative and resourceful coordinator to lead the administration of our school touring program, deliver responsive membership services and coordinate key aspects of Pacific Contact production and registration. This position works independently in a fully remote team and builds strong relationships across the province.

Key Responsibilities

1. School Touring and Block Booking

Coordinate performances exclusively in schools and school districts. (*Theatre and community-presenter block booking is managed by a separate BC Live staff member.*)

- Build and maintain relationships with schools, school districts, arts education contacts, artists, agents and managers.
- Promote school touring opportunities, collect expressions of interest and coordinate school booking requests.
- Confirm artist availability, fees, technical needs, audience capacities, touring party requirements and school-calendar constraints.
- Develop efficient, affordable school touring routes and schedules, including opportunities for rural, remote and underserved communities.
- Maintain booking information, tour schedules, confirmations, letters of intent and related records in BC Live systems.
- Organize online meetings and information sessions; respond to inquiries and provide timely follow-up to schools and artist representatives.
- Track performances, school participation and program outcomes; collect feedback and recommend process improvements.
- Collaborate with the Community Block Booking Coordinator where shared routing could improve efficiencies, while retaining distinct program responsibilities.

2. Membership and Directory Services

- Administer CRM: Membership Works, including renewals, member records, profiles and the online directories.
- Coordinate membership renewal and recruitment communications; answer questions and troubleshoot account or payment issues.
- Maintain accurate member contact and organizational information, and monitor membership trends and participation.
- Support member meetings, communications, newsletters and engagement initiatives.
- Recommend improvements to membership workflows, data quality and member experience.

- Ensure online directories are up to date, all profiles are completed, and labels are correct.

3. Pacific Contact Registration

Take hands-on responsibility for conference registration using Membership Works.

- Configure and test annual Pacific Contact registration in Membership Works, including registration types, member pricing, forms, payment settings, confirmation emails and relevant deadlines.
- Monitor registrations throughout the registration period; respond to delegate questions, troubleshoot issues and support registrants with their accounts and payments.
- Process registration changes, cancellations, refunds and transfers in accordance with approved policies, and maintain accurate transaction and delegate records.
- Review and clean registration data, resolve duplicate or incomplete records, reconcile membership status where needed, and prepare reliable reports and lists.
- Prepare delegate lists, name badges, registration materials and on-site check-in procedures; coordinate and operate the registration desk during the conference.
- Understand and manage the I Want to Showcase to Jury Tool to Directory workflow.
- Manage imports and updates to directories from I Want To Showcase and other platforms.
- Serve as a liaison for showcasing artists and maintain artist information, showcase materials and directory listings.

4. General Organizational Support

- Organize and support online and in-person meetings, including scheduling, agendas, notes and follow-up.
- Maintain program records and support website updates, newsletters, communications and reporting.
- Work collaboratively with BC Live colleagues on events, special projects and improvements to administrative systems.
- Support overall production of Pacific Contact.

Qualifications

Required

- Experience in arts administration, event or conference coordination, touring, membership services or a comparable role.
- Excellent organization, attention to detail, written communication, stakeholder service and independent project management skills.
- Confidence using digital databases, registration or CRM systems, spreadsheets and remote collaboration tools.
- Ability to manage payments, changes and detailed records accurately and discreetly.
- Ability to work independently in a fully remote environment and manage competing seasonal deadlines.

Assets

- Knowledge of BC's performing arts sector, arts education or school touring.
- Experience with MembershipWorks, online event registration, refunds and payment reconciliation.
- Experience with conferences, showcases, festivals, artist liaison or volunteer coordination.
- Relevant post-secondary education or equivalent professional and community-based experience.

This is a fully remote position based in British Columbia. Some flexibility in hours is required during conference preparation and delivery. Attendance at Pacific Contact and occasional in-person events is required; approved work-related travel and accommodation are covered by BC Live.

BC Live is committed to equity, accessibility, reconciliation and an inclusive workplace. We welcome applicants with diverse identities, backgrounds and pathways to relevant experience, including Indigenous, Black and racialized people, Deaf people, people with disabilities and members of the 2SLGBTQI+ community.

How to Apply

Submit a cover letter and résumé to admin@bclive.ca with . Application deadline: Friday, November 13, 2026 | Anticipated start: January 2027. Only applicants selected for an interview will be contacted.