

Venue Operations Coordinator (Southern Maine, Seasonal + Off-Season Support)

Location: On-site, Southern Maine

Schedule: Year-round with seasonal intensity

- **April–December (peak season):** ~35–40 hours/week
- **January–March (off-season planning):** ~10–20 hours/week focused on administrative systems, documentation, and operational preparation

Compensation: \$30–\$34/hour

Position Type: Fixed-term seasonal with winter support

About the Role

We are seeking a **highly organized, detail-oriented Venue Operations Coordinator** to support the operational backbone of our live event season. This role focuses on **execution, administrative systems, and workflow support**, ensuring events run smoothly from planning through post-event settlement.

You will work **directly with ownership** to track schedules, coordinate vendors, maintain documentation, and assist with volunteer management. While you will be present for critical setup and handoff moments, this role **does not require full event attendance**, booking, sales, high-level marketing, or programming.

Key Responsibilities

Administrative & Operational Support

- Maintain the master event calendar and all event-related documentation
- Track contracts, deposits, W9s, COIs/insurance certificates, and other vendor/artist paperwork
- Maintain SOPs, checklists, and production timelines
- Track receipts, ADD sheets, and financial documentation; flag incomplete or missing items
- Reconcile show settlements and complete post-event documentation
- Note operational issues and suggest improvements to ownership or management when appropriate
- Track recurring tasks, deadlines, and cross-department handoffs

Show & Event Coordination

- Advance upcoming concerts, weddings, and events via email using established templates
- Coordinate artist/client logistics (arrival times, hospitality, technical needs, event-specific requirements)
- Confirm front-of-house setup is complete and notify Show Managers if issues arise
- Troubleshoot real-time issues during setup and escalate critical problems as needed

Vendor & Bar Coordination

- Confirm bar orders and inventory or coordinate with Bar Manager
- Confirm food trucks and other external vendors for events
- Track vendor deliverables and notify management when intervention is required

Volunteer Program Administration

- Schedule, communicate with, and track volunteers
- Assign and manage volunteer ticket codes according to SOPs
- Ensure volunteer responsibilities are clearly documented and understood

Meeting & Communication Support

- Prepare materials and support weekly production meetings, ensuring schedules, documentation, and logistics are up to date
 - Work closely with ownership to coordinate event operations and escalate urgent operational issues when necessary
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Required Traits & Skills

- Extremely reliable, proactive, and accountable
 - Highly organized and detail-oriented; thrives on systems and processes
 - Comfortable with spreadsheets, ADD sheets, checklists, and workflow tracking
 - Calm under pressure; able to manage multiple moving parts simultaneously
 - Clear, professional communication with staff, vendors, clients, and artists
 - Ability to work evenings or weekends as needed for setup or critical pre/post-event tasks
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Success Metrics / KPIs

Execution Metrics

- **Deposit tracking accuracy** – 100% of deposits documented correctly in the system

- **Settlement review** – Confirm night-of show settlements are accurate; flag discrepancies to ownership promptly
- **Rider confirmations** – Track confirmations received and note missing items; follow up as needed (not penalized if artists don't respond on schedule)
- **Vendor billing & payment tracking** – Track vendor invoices, due dates, and payment status; notify ownership of any issues or overdue items
- **Preventable show-day issues** – Ensure operational processes are followed and issues are flagged before they impact the event

Process Metrics

- Update the master tracker weekly
 - Complete and enforce event checklists for each event
 - Ensure all permit and insurance deadlines are met
 - Maintain and follow operational SOPs
 - Track and verify cross-department handoffs
 - Maintain and organize receipts, expense records, and financial documentation for handoff to ownership or the bookkeeper
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Ideal Candidate Profile

The ideal candidate **loves organization, systems, and execution**, and brings mid-career experience in:

- Executive assistant or administrative roles
- Operations or project coordination
- Program coordination in nonprofit, arts, or small business settings

Event experience is helpful but not required. What matters most is **operational competence, reliability, and attention to detail**.

Application Requirement

Please describe a system, spreadsheet, or process you created to organize a complex project or workflow.