



**Position:**

Event & Technical Staff

**Employer Profile:**

In the fall of 2021, the Vancouver Chinatown Foundation is opening the Chinatown Storytelling Centre (CSC), a purpose-built space that celebrates stories of the Chinese Canadian experience told through the lens of Vancouver's Chinatown. The Chinatown Storytelling Centre will be the first permanent space of its kind in Canada with programming, exhibits, and interactive kiosks sharing personal stories and featuring short films that provide opportunities to learn about people and places of significance in Canadian history. The Storytelling Centre shares the important legacy and history of the Chinese Canadian experience and its larger contribution to city and nation-building. It brings together in one place, in the heart of Chinatown, the cultural and historical artefacts, photos and records which tell this story.

Through community collaboration, the Storytelling Centre is a way to honour and respect the sacrifices and hardship endured by previous generations. The Storytelling Centre will also be the venue for important public events throughout the year including dialogues, speaker series, and workshops addressing current social issues, anti-Asian racism, and discrimination. Visitors will have both an opportunity to look back through the Storytelling Centre's permanent and temporary special exhibits and look forward as we bring thoughtful dialogue opportunities to discuss the issues of today's world.

The Chinatown Storytelling Centre will be a space to gain a fuller understanding of Canadian history through an exploration of the Chinese experience and reflect on how that legacy still impacts communities today. Community Conversations will be at the centre of the Vancouver Chinatown Foundation's efforts to address anti-Asian racism, and community revitalization. We are uniquely positioned to bring together business leaders, academics, the media and the community to have thoughtful and engaging discussions. Our efforts will be local and national in scope and in addition to events held in the Storytelling Centre, our livestream events will be offered to a wide audience across the country.

**Website:**

<https://www.chinatownstorytellingcentre.org/>

**Job Description/Duties:**

The Chinatown Storytelling Centre (CSC) is seeking flexible, enthusiastic, and service oriented team members for this new and dynamic space, to be included on a call-list for occasional venue and event support. Reporting to the Operations Manager, the Event & Technical Staff are scheduled on an as-needed basis to support the operations of the CSC, including providing event support for rentals and other events that occur outside of regular gallery hours. The successful candidates will have experience working in a gallery, museum, or public venue setting, and will have a broad technical knowledge and experience in the use of video, audio and lighting for supporting presentations and events. In this role the ideal candidates will interact with visitors and patrons on a regular basis and must have strong customer service skills and experience. Duties will include (as required) technical support of events including setup and operation of AV and lighting equipment, supporting the Operations Manager with equipment maintenance and repairs, act as an on-site Centre representative for external users, and provide audience services including FOH management and general customer service support. The Centre will operate daily 5 days per week, Thursday through Monday (closed to the public Tuesdays and Wednesdays), and the successful candidates must be available to work flexible evening hours, as well as daytime/evening hours on Tuesdays and Wednesdays, as those will be the primary dates for rentals. The candidates will also require a strong work ethic, excellent communication skills, a capacity to be self-directed, and contribute to a collaborative and positive environment.

- As directed by the Operations Manager, provides Technical and Audience Services to support events and rentals within the CSC, as required.
- Installs and tears down staging, seating, video, lighting, and audio equipment before and after events.
- Follows correct procedures in the correct use of the Centre's systems, technologies and equipment.
- As required, maintains a presence on site during exhibitions, meetings, presentations and events.
- As directed by the Operations Manager, acts as the primary on-site representative of the Centre. Duties could include opening of the CSC including disarming security system, unlocking doors, starting up installations and exhibits and interactive displays as required.
- Actively works to preserve and protect Centre's assets and properties.
- Is aware of safety protocols for public spaces and events.
- Is responsible for following safety policies specific to the Centre and maintaining a keen eye to public and patron safety.

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- Inspects and performs minor repairs, cleaning, and maintenance on CSC equipment, including lighting instruments and cables and AV equipment and cables.
- Demonstrates a professional “can-do” attitude at all times with a priority to providing superior customer service.
- Demonstrates an appreciation for the value the contribution the CSC is making to the community and is an advocate for the Centre’s mission.

**Qualifications/Required Skills:**

- Has a 1-year experience in a supervisory role for public events.
- Has 2-3 years experience in the operation of events and using event technologies.
- Has experience supporting a variety of computer based virtual meeting platforms, presentations, webcasting and livestreaming, and is comfortable with the operation of computers, both Mac & PC.
- Has good knowledge of Health & Safety and WorkSafe BC safety protocols and practices, in addition to safety protocols standard to live events and public spaces.
- Excellent oral and written communication skills.
- Excellent customer service and client relation skills.
- Ability to climb ladders and work at heights.
- Ability to lift and carry equipment up to 35lbs.
- Ability to work flexible hours including evenings including on weekends, and Tuesday/Wednesday daytime hours.
- Experience directing volunteers would be considered an asset.
- Knowledge of one or more Chinese languages and/or familiarity with Chinese Canadian communities or organizations would be considered an asset.

**How to Apply:**

Please forward a resume and cover letter with “Event & Technical Staff” in the subject line, to [careers@chinatownfoundation.org](mailto:careers@chinatownfoundation.org)

We thank everyone for your application, but only those selected for an interview will be contacted.