

Job Posting: Project Coordinator

Date Posted: November 11, 2022
Application Deadline: December 5, 2022
Start Date: Immediately
Location: Ontario
Region: Metro Toronto Area
Job Type: Permanent - Fulltime
Job's Focus: Administrative
Career Level: Intermediate

FACTOR (The Foundation Assisting Canadian Talent on Recordings) is a private, not-for-profit organization celebrating 40 years of funding the growth and development of the Canadian independent music sector. FACTOR's clients are artists, music companies, and music organizations who apply for supplementary support via a suite of investment mechanisms tailored to address specific areas of commercial activity – chiefly new recordings and their promotion, as well as highlighting Canadian music talent across a range of performing avenues.

With funding and services designed to assist the spectrum of musical expressions and talent, FACTOR is committed to reflecting the diversity of the Canadian population in its programs and operations while also promoting inclusiveness within the broader Canadian music sector. FACTOR is a partner to those creating or amplifying Canadian music for audiences across our country and around the world. Our diverse and skilled staff are also music fans who want to proudly play a role in championing and accelerating the success of Canada's vital voices.

Summary

Reporting to the Director, Client Services, the Project Coordinator is the key point of contact for clients throughout the granting process. They provide support at all stages: helping clients navigate programs and the online application system, reviewing applications and preparing recommendations for approval or rejection by the Board of Directors, assisting recipients with the reporting process once projects are completed, and verifying requirements are met.

Essential Functions & Responsibilities

Client Relations - 20%

- Create a positive client experience by understanding and meeting their unique needs quickly, professionally, and accurately.
- Take ownership when clients experience a problem and take appropriate steps to resolve it.
- Handle complaints and problem solve for clients.
- Maintain client confidentiality at all times, consistent with FACTOR's policies and current privacy laws.
- Understand all detail and requirements of programs, eligibilities and forms relating to programs and advise applicants accordingly.
- Meet with applicants to inform on programs or discuss applications as required.

Application Processing – 40%

- Process and make recommendations to applications and completion reports to include
 - reviewing Artist and Applicant Profiles and applications as assigned by the Director;
 - confirmation of receipt of all required documentation;
 - working with applicants for clarification, verification, additional documentation, further description, further materials, etc. from assignment to completion;
 - reviewing budget and determining eligible/ineligible costs;
 - Tracking regular client communication

Profile and Project Processing – 40%

- Review artist and applicant profiles to determine eligibility based on FACTOR guidelines:
 - verify citizenship;
 - verify various success metrics, required activities and revenues.
- Review applications and completion reports:
 - determine eligibility of activities applied for or reported on by client applications and completions based on program guidelines;
 - confirmation of receipt of all required documentation;
 - review budgets and determine eligible/ineligible costs.
- Tracking regular client communication.

General Functions and Responsibilities

- Perform research on initiatives, artists, events, etc, as required.
- Maintain workflow to meet FACTOR service standards; ensure that files are processed in a timely manner.
- Maintain thorough records of applicant's information, project developments, funding requested, supplementary information, etc.
- Maintain thorough records of applicant's information
- Provide project and applicant information to senior management as requested
- Assisting in testing program development and other projects

Skills & Requirements

- A minimum of 3 years of professional experience in an administrative environment
- Experience in and strong knowledge of the Canadian music industry
- Customer service experience
- Strong computer skills, especially Windows and MS Office suite
- Excellent communication skills, both written and verbal
- Professional experience with budgets and related transactional documentation
- Time management skills, and maintaining productivity in busy and slower periods
- Experience in the entertainment sector, Live sector, TV & Film also applicable
- Ability to work independently as well as a member of a team and resolve issues
- Business-minded with critical thinking skills; able to hit the ground running
- Analytical skills, proven ability to reimagine and offer suggestions for improvements to programs

Preferred Qualifications

- Post-secondary education in a music industry program, arts administration or a related discipline
- Microsoft Dynamics 365 or similar ERP/CRM systems experience
- Strong computer skills, especially Windows and MS Office suite—including substantial experience with advanced functions and features in Excel
- French language proficiency
- Grant writing or arts funding experience
- Experience with business plans and financial statements

Working Conditions and Environment

35 hours per week. FACTOR offers flexible work hours between 8am and 5pm.

Occasionally, evening and weekend work, plus travel required when representing the organization at industry events.

A combination of in-office and remote work set up.

FACTOR prioritizes work-life balance and supports physical and mental wellness. FACTOR provides increasing vacation time and paid absence days for all employees. Following a 3-month probation period, employees have access to a generous group insurance benefits package (including drug, dental, extended health care, health spending account, life insurance, ADD, critical illness, and an employee assistance program). Following the completion of two years, employees receive an ongoing RRSP amount equal to 5% of salary.

How to Apply

Please send a resume and cover letter in a single PDF with "Project Coordinator Application" in the subject line to: jobs@factor.ca. Additionally, complete [this survey](#) as part of the application process. Application and survey are due by Monday December 5, 2022.

FACTOR is committed to providing accommodations throughout the interview and employment process. If you require an accommodation, we will work with you to meet your needs.

We are an equal opportunity employer that promotes a diverse, inclusive and accessible workplace. By embracing diversity, we build a more effective organization that empowers our employees to be the best that they can be. We are committed to creating a working environment that is barrier-free and we are prepared to provide accommodation for people with disabilities.

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