


Office Admin & Communications Manager Job Description			
	<b>Position Summary:</b> The Office Admin & Communications Manager will act as the first point of contact for visitors to the facility, provide clear and accurate communications about KIAC programming to the public via email, newsletter, social media, website, advertisements, and more, and provide public access to the KIAC facility by overseeing member use and rentals. Additionally, the Office Admin & Communications Manager will support KIAC staff by overseeing a functional work environment and offering administrative support.		
	<b>Reports To:</b> Operations Director and Outreach Director	<b>Adopted:</b>	November 7, 2025
	<b>Supervises:</b> N/A	<b>Last Reviewed:</b>	November 7, 2025

**The ideal Office Admin & Communications Manager will possess:**

- Strong organizational skills to manage front desk operations, including handling visitor inquiries in person, telephone, and email.
- Proficiency in building and maintaining both digital and physical filing systems, ensuring that all operational documentation is accurate and accessible.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills.
- Excellent proofreading skills and attention to detail.
- Proficiency with online platforms, such as websites, social media, email, google docs -
- Experience with website building and digital content development.
- Knowledge of maintaining office supplies, managing kitchen space, and other duties to ensure a functional work environment.

**Scope of Duties and Responsibilities:**

**1. Front-of-House Administration**

- Provide KIAC front office reception
  - Respond to requests for information and assistance in person, by telephone, and by email and connecting requests with appropriate KIAC departments.
  - Check the voicemail system daily and respond as required.
  - Provide printing services for members, including coordinating photocopier maintenance, repairs, meter readings, and inventory and ordering of supplies
  - Handle and manage the point-of-sale system (Square) to take payments with credit/debit card and cash.
- Manage the online point of sale Square ticketing site on the KIAC webstore.
- Open and close the public-facing office in accordance with posted office hours.
- Communicate and post holiday and/or miscellaneous closures to the KIAC building physically and digitally.

- Maintain a stable presence for the public to engage with the KIAC office during posted office hours.
- Oversee event ticketing and volunteer registration.
- Support the development and maintenance of a volunteer database.
- Provide general and program-specific administrative support including but not limited to: submissions, vendor registrations, and course, workshop, and youth program registrations.
- Assist with the organization and administration of events such as the Craft Fair, Drawliday, Artist Market, etc.
- Registration of new members, including providing member orientation and annual membership drive coordination.

## **2. Communications and Marketing**

- Develop and keep the KIAC communications handbook and promo guide up-to-date.
- Proof-read, provide feedback, and arrange dissemination of KIAC marketing and promotional materials based on the KIAC communications handbook and promo guide.
- Coordinate printing and posting of physical materials.
- Liaise with other organizations such as the Klondike Visitors Assn and Tr'ondëk Hwëch'in to ensure materials are distributed to their audiences.
- Support Programming Staff with creation of marketing and promotional materials and maintain consistent visual language and content across departments and materials.
- Develop a basic design suite and communications templates for various KIAC communications.
- Oversee the KIAC website and social media accounts (Meta) by proofreading posts, updating information, communicating to various departments about missing or inaccurate information, etc.
- Oversee a schedule and compilation of social media posts in collaboration with Programming Staff.
- Review KIAC internal calendars and ensure all events have proper promotional materials and timelines.
- Oversee the development and implementation of an events calendar in collaboration with Programming Staff.
- Improve accessibility compliance within KIAC's digital footprint, including updating the website with accessible features and ensuring communication materials follow accessible guidelines.
- Oversee the creation of engaging content for various platforms, including press releases, advertising, newspaper articles, newsletters, social media posts and campaigns, website updates, and other marketing material in collaboration with Programming Staff.
- Coordinate with various press outlets, including design, scheduling, budgeting, contracting, etc.
- Respond to media requests and coordinate staff to respond.
- Act as spokesperson to the media when appropriate.
- Maintain and develop the KIAC newsletter mailing list, and prepare an accurate and concise weekly email newsletter.

- Update and create signage as-needed for safety and accessibility, as well as communication to members and the public about events, opportunities, programming, etc.
- Research and propose advertising and marketing opportunities to Programming Staff and Co-leadership.
- Work with the Outreach Director to determine a comprehensive advertising and marketing plan.
- Develop an advertising plan that includes targeting specific demographics such as KIAC members, Dawson residents, local businesses, tourists, Tr'ondëk Hwëch'in citizens, youth, seniors, etc.
- Work with the Operations Director to create an advertising and marketing budget.
- Manage advertising related grant funding (ie. Tourism Cooperative Marketing Fund) including writing proposals, tracking expenses, and reporting.
- As budget allows, work with external contractors in order to meet communications and marketing objectives including ensuring they are appropriately contracted.

### **3. Administrative Support**

- Organize and maintain filing systems, both digital and physical, for all operational related documents.
- Mail handling and distribution.
- Handle petty cash and manage the point-of-sale system (Square) for payments.
- Administer KIAC financial systems, including overseeing processing purchase orders, invoices, credit card receipts, and event floats, at the direction of the Operations Director.
  - Communicate necessary information with the bookkeeper as required.
- Update and manage the KIAC membership database, including improving membership sign up form and intake process.
- Member communications, recruitment, and management (ie Membership Drive)
- Maintain accurate poster boards in the front office and outside the building.
- Maintain and triage emails coming to the [kiac@kiac.ca](mailto:kiac@kiac.ca) and [admin@kiac.ca](mailto:admin@kiac.ca) email inboxes.
- Maintain and set up KIAC cellphone for use by programming staff as needed.
- Monitor KIAC internal calendars to ensure proper use and updates by staff

### **4. Facilities & Equipment Maintenance Support**

- Manage the KIAC / Dënäkär Zho facility:
  - Oversee building maintenance by communicating needs to Property Management Services ensuring a safe and comfortable space for staff, artists, audiences, and the public.
  - Update and maintain the facility maintenance log.
- Monitor office equipment inventory and facilitation of repairs, upgrading and or replacement as required and within budgetary limitations.
- Responsible for inventory and ordering of office supplies, cleaning supplies, kitchen supplies, operational supplies and other general equipment and program supplies.
- Maintain inventory and control of keys.

- Oversee facility rentals, including scheduling, communication, creation of contracts and invoices, hosting orientations, key checkout and return, following up with renters, coordinating custodial services, and tracking damage deposits.
- Oversight of the kitchen facility including monitoring and communicating with staff regarding cleanliness and laundry on a weekly basis or after events and rentals.
- Oversee equipment rentals and loans, supporting A/V rentals with the Film Festival and Media Arts Manager and Programs Manager by following up with equipment availability, rental forms, return inspections, and damage deposits.
- Schedule and ensure basic cleanliness standards with Custodial Services as well as book for Post-Event Cleans or special cleaning needs based on programming on a weekly/monthly basis.
- Procure seasonal or annual contractors for building maintenance and custodial (ie window washing, roof shovelling, floor waxing, etc.)
- Be available to liaise with contractors and maintenance workers (ie. annual fire inspections, etc)

## **5. Other**

- Other duties as assigned by the Operations and Outreach Directors. Office Admin & Communications Manager is part of the KIAC staff team and as such, may from time to time, have to assist the team with general tasks (such as event set up or information sharing) and on occasion with tasks that are specific to another program area.
- Participate in weekly staff meetings.
- Attend quarterly Board/Staff meetings and an annual or bi-annual Board/Staff retreat
- Participate as a KIAC staff person in partnered programming with other organizations such as Dawson City Music Festival, Tr'ondëk Hwëch'in Government, Dänojà Zho Cultural Centre, Queer Yukon Society, etc.
- Attend professional development training related to topics such as Indigenous Reconciliation, First Nations 101, Gender & Sexuality 101, Accessibility, etc.

## **Minimum Requirements:**

- At least 2 years of experience\* managing office administration and front-of-house systems with the ability to develop and maintain effective processes and procedures.
- Good general knowledge and experience with office equipment including basic use of computer hardware and software, printers, scanner, and photocopiers.
- Experience\* organizing and supporting volunteers.
- Experience\* managing positive relationships with members of the public, participants, and co-workers.
- Excellent verbal and written communication and interpersonal skills.
- The ability to troubleshoot and problem solve.
- Exceptional organizational skills with a strong attention to detail and documentation.
- Computer literacy for word processing, spreadsheets, email and internet use and a willingness to expand these skills.
- Self-motivated with excellent time management as well as the ability to work independently as well as cooperatively with a group, in a dynamic environment within an anti-oppressive framework.

- Willingness to continually develop Intercultural Competence, building knowledge, skills and communication that are effective and appropriate in intercultural interactions and collaborations.
- Arts and/or culture related education or experience, and/or experience working in a community-based not-for-profit environment.
- A commitment to fostering diverse, equitable, and accessible communications that reflects values of inclusivity and cultural engagement.
- Available to work Tuesday - Friday from 9am - 5pm.
- Must live in Dawson City or have the ability to relocate (housing not provided).
- Knowledge of the Dawson City, Yukon community including an understanding of local resources and Tr'ondek Hwech'in culture.

**Preferred Qualifications:**

- Post secondary education in either administration or communications or equivalent experience.
- Grant writing, reporting, and budgeting skills.
- Experience administering events and/or community programming.
- Understanding and experience using basic bookkeeping and financial administration standards and procedures, or a willingness to learn.
- Knowledge Klondike Institute of Arts and Culture (KIAC) operations and programming goals.
- Skill in various administrative platforms, including Google Workspace, Square, Mailchimp, Wordpress, Eventbrite, and registration platforms.
- Knowledge of web design and maintenance.
- Bilingual, with conversational level language skills in French or another language.
- Access to transportation for occasional errands.

\*Experience is considered to be built through:

- i. engagement in formal and/or informal education and/or training;
- ii. paid and/or volunteer work experience;
- iii. community organizing and/or activism;
- iv. domestic labour.