



JOB POSTING: OPERATIONS ASSISTANT

Date Posted: August 14, 2026

Job Title: Operations Assistant (employment position)

Hourly: 15 hours per week (salaried/flex-time agreement), with the potential for additional hours in the future

Availability: Position offers a flexible schedule, but the successful candidate must be available 3 days a week for a minimum of 4 business hours per day between Monday and Friday.

Tuesdays are required.

Pay rate: \$30 / hr

Work location: Remote; must be based in British Columbia

Application close date: Tuesday, Sep 1, 2026 @ 11:59 p.m. PT

Interview dates: September 17 & 18 (Thursday and Friday)

Assignment date (paid): September 18 to 20 (48 hours will be given to complete the 2-hour assignment)

Anticipated start date: As early as Wednesday, Sept 30 and no later than Tuesday, Oct 13, 2026, depending on the successful applicant's availability

ABOUT ARTS BC:

Arts BC is a human-focused arts service organization that serves and supports the people who power the arts sector. We contribute to a healthier and stronger sector through values-based work, centring knowledge sharing, collaboration, and systems change. We provide professional development opportunities and support services to our province-wide network of arts, culture and heritage organizations, individual artists and creative entrepreneurs, and community groups. The majority of Arts BC's programs and services are delivered virtually, complemented by in-person events held throughout British Columbia, including regional gatherings and our biennial conference.

ABOUT THE POSITION:

Arts BC's is hiring an Operations Assistant to join our Operations team!

Arts BC has traditionally operated with a small team. We are creating this **new position** to strengthen our administrative capacity and provide consistent support across our programs, services, and events.

The Operations Assistant supports the day-to-day administrative work that helps Arts BC serve BC's arts and culture sector. This role is ideal for someone who enjoys variety in their work, is comfortable working across different types of administrative tasks, and likes finding practical ways to keep things moving.

Reporting to the Operations Manager and working in collaboration with the Arts BC team, the Operations Assistant will provide administrative support across event and program coordination, member services, data and information management, systems maintenance, basic financial administration, and special projects. The position is **fully remote**. This is **not a supervisory position** and does not require staff oversight or independent program management.

GENERAL ROLE REQUIREMENTS:

This role draws on a combination of administrative experience, familiarity with the arts and culture sector, and the ability to work effectively in a remote environment.

We're looking for someone who brings the following skills, experience, and ways of working:

- Has worked in one or more remote administrative positions (at least 1 year full-time, or equivalent);
- Has provided administrative and logistical support for live in-person **and** virtual events (at least 2 years full-time, or equivalent);
- Has provided general administrative support across one or more organizations (at least 2 years full-time, or equivalent);
- Has direct experience working in the arts, culture, or heritage sector (at least 2 years full-time, or equivalent);
- Values clear information, thoughtful processes, and accurate work; and
- Is eager to apply their resourcefulness and ability to transfer existing knowledge and skills to new scenarios and contexts.

Working Resourcefully:

Our expectation is that the Operations Assistant will make good use of resources and find answers independently when they can. When information is not available, or instructions are unclear, they will seek clarification and request additional information and/or support from appropriate team members. In turn, we recognize that people learn and work in different ways, our team is committed to creating an environment where we provide context, questions are welcomed, information is shared, and people have the individualized support they need to do their work effectively.

Flexibility and Responsiveness:

Arts BC is often developing new processes, trying new approaches, and responding to emerging needs. This means that timelines and priorities can shift, and the Operations Assistant will need to be comfortable navigating change and adjusting their work as circumstances change. At times, agility and responsiveness will be particularly important, for example during the lead up and delivery of the Arts BC conference.

EXPERIENCE & QUALIFICATIONS:

In addition to the requirements noted above, the Operations Assistant with:

- Ability to work effectively in a remote environment, including communicating with colleagues through Slack, Asana, and email, choosing the appropriate communication method for different situations, and recognizing when a conversation would be better handled by phone or videoconferencing (e.g. Zoom);
- Strong verbal and written communication skills, including the ability to draft, proofread and edit copy, format written content accurately, and communicate clearly and concisely by email;
- Experience maintaining records, databases, and other customer relationship management systems;
- Comfort learning and using digital tools and software systems, including online platforms, shared documents, databases, and administrative tools;
- Experience using Google Workspace or similar (e.g. Microsoft Teams) cloud-based productivity tools, including Gmail, Google Docs, Sheets, and Forms;
- Intermediate experience using Google Sheets, including using formulas and functions to organize, and present data, sort and filter information, and prepare data for analysis;
- Experience using project management or task-tracking software (e.g. Asana, Trello, or Monday);
- Experience using cloud-based email marketing software (e.g. Mailchimp);
- Ability to work independently on assigned tasks, look for available information and resources independently whenever possible, seek clarification when needed, and communicate directly when unable to meet a deadline; and
- Strong attention to detail and the ability to maintain accuracy and confidentiality when working with multiple sources of information.

We are especially interested in candidates who have experience with:

- Administrative support for multi-day events (conferences or festivals), including presenter communications, venue logistics, catering, travel arrangements, and online event platforms;
- Member-based organizations;
- Basic WordPress website maintenance, including updating website copy, drafting blog posts using provided copy and images, and adding and updating media;
- Basic financial administration, such as processing payments, recording transactions, or supporting invoice processes; and
- Creating graphics or communications materials using templates and established brand guidelines; and
- A working understanding of the equity and systems change landscape in BC's arts, culture, and heritage sector.

RESPONSIBILITIES:

The Operations Assistant provides administrative, coordination, and operational support across Arts BC's programs, events, membership, communications, and day-to-day operations. Responsibilities include:

General Operations

- Provide meeting support, including scheduling, agendas, note-taking, and action-item tracking.
- Monitor shared email and voicemail inboxes and route inquiries appropriately.
- Draft email templates, forms, document templates, and other administrative materials.
- Copy edit, format, and prepare documents for program and advocacy purposes.
- Draft digital newsletters in Mailchimp using provided content and compiling additional content as needed.
- Working with form responses and other data in Google Sheets, including using formulas to make information easier to read, organize different types of data into separate sheets, and prepare data for analysis.
- Make basic website updates, including uploading blog content.
- Maintain organized digital records and support information management in Google Drive.
- Provide basic grant application support, including copy editing and gathering supporting documentation.
- Develop clear, step-by-step process documents from existing notes, workflows, and day-to-day practices.

Event Administration and Support

Events include Arts BC's biennial provincial conference, regional in-person events, virtual Roundtables, and other online programming.

For virtual and in-person events:

- Coordinate ASL interpretation with established service providers, when required.
- Set up event registration in MembershipWorks and create Zoom meetings and calendar links.
- Maintain event calendars and schedules.
- Prepare and schedule registration, reminder, and follow-up emails.
- Set up post-event surveys using approved copy.
- Liaise with presenters to gather bios, descriptions, and other required information.
- Prepare and compile event materials for the communications team.
- Complete basic video editing and uploading.

For in-person events (in addition to the above):

- Coordinate catering and restaurant bookings.
- Prepare event materials using established templates and content provided by the team, including worksheets, presentations, and other materials.
- Provide on-site administrative and logistical support, as required.

For biweekly virtual Roundtables:

- Attend Roundtable meetings every second Tuesday at noon
- Take meeting notes and track key information.
- Monitor chat and support participant questions.
- Source links and update shared live documents during meetings.

Membership Administration

- Maintain the membership database, including membership information, forms, and automated communications.
- Respond to routine member inquiries, including questions about membership and payment status.
- Add new members to the Arts BC App and regularly cross-check App listings against the membership database.
- Gather basic monthly and annual membership data using established processes and reporting tools.

Basic Financial Administration

- Support accounts payable by reviewing invoices against agreements, following up as needed, uploading invoices, maintaining tracking sheets, and preparing payments for management approval.

Program and Special Project Support

- Support process improvement and implementation of established workflows.
- Gather and organize information for programs and special projects.
- Communicate with program participants regarding routine administrative matters.
- Provide additional administrative support for projects and priorities as assigned.

ADDITIONAL DETAILS:

- This is an employment position.
- This position reports to the Operations Manager.
- Hours per week: 15 hours on average, with the potential for additional hours in the future
- Pay rate: \$30/hour.
- Remote (anywhere in British Columbia) - The successful applicant will use their own secure computer to complete tasks (T2200 "Declaration of Employment Conditions" provided upon request). Arts BC will provide all software needed to complete tasks.

Travel Requirements:

Generally, travel is not required, with the exception of Arts BC's biennial conference, during which the Operations Assistant will be expected to attend for a **3-4 day** period. Our next

conference will be held in Surrey, BC, May 7 - 8, 2027. Arts BC covers travel (e.g. mileage, flights), accommodation, and meal expenses associated with agreed-upon travel arrangements.

HOW TO APPLY:

Please apply using [this Google form](#).

Note: Google Forms requires users to sign in to a Google account to upload files.

If you do not use a Google account, you may instead submit your application by email using [this Microsoft Word document](#) template, **along with your resume and cover letter in one combined PDF document**, to hr@artsbc.org.

*** Choose only one method of submission.**

Please submit a cover letter tailored to this position and to Arts BC. We want to hear why you are interested in this particular role, what you would bring to it, and what connects you to our organization. Applications with generic cover letters that could apply to any job or organization will **not** be considered.

- Please direct all questions regarding this position to hr@artsbc.org.
- Only those selected for an interview will be contacted.
- Application deadline: Tuesday, September 1, 2026 @ 11:59 p.m. PT

We will retain responses for 90 days, after which time we will delete all applicant information, except that of the successful candidate.

IMPORTANT: About the Application and Interview Process

We appreciate the time and care that goes into every application. We anticipate receiving a high number of applications for this position, and we want to provide some information about our process.

Accessibility in Our Hiring Process

Arts BC is working to make our committed to creating a more accessible and inclusive hiring process. We recognize that sharing access needs can feel vulnerable, and we appreciate the trust involved. We welcome conversations about how we can make the application and interview process more accessible.

If you require accommodations, please contact Merideth Bisiker, Operations Manager, at operations@artsbc.org.

To help us understand your experience:

- answer application questions honestly and based on your own experience;
- ensure your resume clearly demonstrates the experience you identify in your application, including relevant roles, dates, and responsibilities; and

- use your own examples and communication style. Please refrain from using AI (e.g. ChatGPT, Claude, Grammarly, etc.) to write or substantially edit your resume and/or cover letter.

Please read: Applications will not be considered when information provided in the application form does not match the resume submitted.

All applications are reviewed through the same process, regardless of an applicant's previous relationship with Arts BC. This helps us reduce bias and ensure that all applicants have an equitable opportunity to be considered.

Candidates selected for an interview will receive select interview questions and general interview themes in advance. They will meet with Merideth Bisiker, Operations Manager, and Elliott Hearte, Executive Director, who endeavour to create a warm and conversational interview setting. We are not looking for a perfect presentation or memorized answers; we are interested in your experience, examples, and how you approach situations.

References will be requested from candidates when they are invited to interview. Candidates who move forward after the interview stage will complete a paid skills assignment (\$60 for approximately two hours of work).