



Edmonton Christmas Market LTD.
PO Box 35035 Mid Town PO
Edmonton AB T5J 0B7
DATE: March 25 2026

On behalf of **Edmonton Christmas Market LTD. (ECM)** (The Company), we are truly excited to be recruiting for a new **Production + Operations Manager - Edmonton Christmas Market (ECM)**. This role can be fulfilled either by an individual contractor or company.

The **Production + Operations Manager** is responsible for supporting the production and growth of the holiday festival product, Edmonton Christmas Market. Additional key responsibilities are to assist the General Manager and Executive Producer in overseeing and managing internal and external facing team members and departments for pre and post festival. This role will also provide support, oversight and management of the onsite operations for all aspects of the venue ensuring a safe and enjoyable festival site is fulfilled. Including production and design elements achieved with respect to the technical needs necessary in creating the magical festival experience for all patrons and participants. In this role you will act as an inspirational leader able to provide the operational guidance necessary to manage a profitable, on budget operation, while maintaining exceptional service standards, executing memorable experiences and high user and employee engagement as a focus of your mandate.

About Edmonton Christmas Market

The Edmonton Christmas Market was established in 2019 and is one of Alberta's signature winter festivals, bringing thousands of guests together in celebration of community, supporting local, and winter spirit. The massive event spans multiple locations and venues at Fort Edmonton Park and features immersive light displays, local artisans, live music, food and beverage vendors, and winter-themed attractions. We are dedicated to creating inclusive and safe experiences that highlight the vibrancy of our city during the holiday season.

Scope of Work

Production + Operations Manager is to oversee and execute all **on-site operations management** for the 2026 Edmonton Christmas Market.

Key Responsibilities:

1. Site Operations & Logistics

- Full operational site management of festival; venues, site setup and breakdown
- All rental infrastructure: fencing, tents, power, lighting, heating, restrooms, etc

- Third party Management Coordination with subcontractors including contract engagement and any/all confirmed quotes/invoicing
- Manage storage, access routes, and staging areas
- Inventory controls and management
- Creation of a master FF&E for all assets at the end of 2026
- Allocation and transport management of all assets pre/post festival

2. Permitting & Compliance

- Ensure all municipal and provincial permits are secured and regulations followed according to power, gas, fire, health and OHNS
- Oversee safety planning, site inspections, and emergency protocols
- Create onsite protocols for any staff working directly with propane or fuel

3. Third Party Vendor Coordination

- Enforce compliance with rules and regulations, logistics, safety, and scheduling procedures
- Work with Grand Market/Never Better CO Vendor Management team and Markets Department Manager to ensure all vendor needs are met for infrastructure, wayfinding and rentals or provided assets

4. Staffing & Volunteer Coordination

- Hire and manage operational/on-site support staff and volunteers
- Develop team schedules, provide training, and supervise during open hours
- Work with department managers and General Manager to set create a staff management protocol for pre/during/post festival that supports all needs of the festival

5. Infrastructure & Utilities

- Coordinate with suppliers for power, water, heat, and winter-specific infrastructure.
- Implement snow and ice removal plans, ensuring safe pathways working with Operations at FEMCO

6. Daily Site Management

- Be on-site or assign leadership during all operational hours
- Manage real-time troubleshooting and ensure communication systems are active (radios, emergency protocols)

- Monitor cleanliness, waste management, and maintenance throughout the festival

7. Event Teardown & Debrief

- Manage site deconstruction and return to pre-event condition.
 - Prepare and deliver a post-event report summarizing successes, challenges, and improvement areas
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Reporting Structure.

Day to day reporting will be to General Manager and to the Director of Operations, Amy Hayduk. You also work with the Executive Producer of Edmonton Christmas Market and the Customer Experience Manager to create and solidify the vision for the 2026 festival.

Compensation.

This is a scope based, short-term contract, commencing August 1, 2026. Scope should be completed including reporting and document hand-over **no later than January 31, 2026**. Contract rate to be discussed. This is a base contract and includes scope deliverables, on site management for production and operations only.

Additional Compensation.

- Mileage at \$0.61 per km for any vehicle use for pre-approved production transport
- **Bonus agreement for Sponsorship will be provided on a sliding scale and based on end to end sponsor success and engagement.*

Care and Attention.

It is expected that you devote yourself to The Company's business and make yourself available for regular check-ins and meetings either virtually or in person as needed. In office hours will be Tuesday and Wednesday and 3 days a week starting in November. Additionally, we expect that you are available locally/in person for the duration of the Edmonton Christmas Market activation starting November 1, 2026.

Job Title: Operations & Production Manager - Edmonton Christmas Market

Work Location: Hybrid schedule; Twice monthly meetings in person between August and twice weekly in person meetings between September-October. Daily meetings as needed November 1 and onward within standard work week. On site production and operations from November 1-December 31 or until the end of teardown, daily stand-ups with leadership team. Schedule can be discussed with The Company. Once the event is operational the position will be full time on site. Hours in excess of 8-15 H per day may occur during production/event execution.

Proposed Start Date: August 1, 2026

Contract Term: August 1, 2026,-January 31, 2026 with option to renew in 2026/27. Please note this is a scope contract and bi-weekly check-ins on performance and outcomes will be required with the General Manager or COO.

Job Responsibilities Include:

Operations & Administration

- Responsible for support in successfully planning and executing the Edmonton Christmas Market. This includes third party contracts, venues, permits, licensing, street closures (if applicable), insurance and all other documentation.
- All operations activities while working with General Manager in fulfilling all pre, during and post-production planning and executing site logistics, technical, decor, rentals (if applicable), site maps, set up/tear down, storage
- Planning and executing safe and efficient set up, teardown and storage of equipment and site needs (requires some heavy lifting)
- Working alongside and overseeing the success of all ops/production teams including site/production team, market team, customer experience/tickets, retail, food and beverage and communication team to outline timelines and needs
- Working as the ECM liaison for production/event needs with the Fort Edmonton Management Group and other partners alongside General Manager
- Working with governing bodies and licensing agencies IE/ City of Edmonton, Alberta Health Services, AGLC, Fire Safety, Police, Transportation etc. for all permits and approvals
- Responsible for hiring staff/teams and external contracts as approved by budget
- Responsible for pre-scheduling and management of site teams
- Responsible assisting General Manager in reporting and documentation; overseeing admin processes such as event plan, incident reports, damage reports, daily/weekly reporting and communication

- Responsible for assisting General Manager in overseeing and executing event plan, budgets, sponsorship and grant applications, invoicing and collection of dues and payments and proper accounts receivables tracking
- Responsible for assisting General Manager in facilitating operational needs for programming and experiences for ECM
- Supporting General Manager and Executive Producer and Customer Experience Manager in managing vendor and customer experience, site design, wayfinding and signage, working with partners in these areas
- Able to work with designers and execute design or lighting and decor plans
- Able to work with the General Manager and Executive Producer for all technical production requirements for lighting, audio, visual and electrical needs across all venues
- Purchasing new and replacement lighting and decor as per ECM Budget and decor plan
- Other programming and operations needs as required
- Creating map overlaps of the following; electrical, heating, toilets/sinks/water, parking/shuttles, tenting/huts/builds, wifi/pos locations
- Creating a Master FF&E and Inventory Management for all new and existing ECM assets in container storage, all storage locations and any items taken from Grand Market or Never Better CO inventories

Personnel

- Oversee with interviewing, Hiring, scheduling and managing site and support teams, seasonal staff, interns, volunteers, within a provided budget (set up staff, decor/lighting, operations, signage) Daily ops staff including volunteer management, teardown staff
- Assisting General Manager in overseeing all third party provider personnel
- Working with third party venue partners and stakeholders
- Overseeing current safety procedures, safety and site briefings, with staff and volunteers
- Training and orientation sessions for staff and volunteers
- Managing Parking lots and parking staff during the festival
- Incident report management and oversight

Other responsibilities include:

- In-person office time as required
- Meetings in-person and in public as needed

Conditions:

- Own laptop that can be used for work purposes and work from home
- Class 5 license and vehicle
- A company vehicle or rented vehicle may be provided during your time where needed

- Lift Ticket or relevant Class license for lighting install
- Fall protection/gear
- Health and safety protocols are subject to change within the work-place and based on venue rules
- First Aid/CPR Certified