



JOCELYN COLAO

371 Central Avenue, Apt. 1W, Highland Park, IL 60035

914.648.8486

jocelynmcgillian@gmail.com

PROFILE

- Diligent and detail oriented administrative professional with 10+ years of office and administrative experience.
- Knowledgeable in all office functions, especially pertaining to non-profit work and the performing arts; skills include bookkeeping, working with all Microsoft office programs, planning and producing concerts and events, effective fundraising and development, and marketing through email campaigns, social media, and online presence.
- Superior communication skills: telephone, email, general customer service, etc.
- Extensive background in performance and management of musical events and organizations.
- Experience in website management and design through Squarespace, GoDaddy, Wordpress, and Wix, and in email campaigns through Mailchimp and Constant Contact.

EXPERIENCE

CITADEL THEATRE COMPANY, Lake Forest, IL

Audience Development Coordinator & Operations Manager

2019-present

- Oversee all ticket, subscription, and tuition sales
- Manage all social media accounts and implement email campaigns, digital ads, event postings, etc.
- Work with PR consultant and oversee all print advertising and publications
- Oversee box office staff
- Work with managing director on development such as special events, granting writing and preparation, board recruitment, etc.
- Design and upkeep of website (www.citadeltheatre.org)
- Contracting for all contractors
- General office and administrative support

BILL HERMES & ASSOCIATES, Denver, CO

Virtual Assistant

2018-present

- Prepare presentation materials for sales pitches (Excel grids, Powerpoint presentations, etc.)
- Oversee and track all business expenses
- Track weekly and yearly sales of current in store products
- Other administrative tasks as assigned

KINNARA ENSEMBLE, Princeton, NJ

Financial & Administrative Manager/Project Manager

2017-2019

- Check PO Box every week and record all checks: donations, concert venue payments, etc., and communicate all financials to Treasurer
- Make necessary deposits of any checks received and relay to Treasurer
- Primary contact for all artists; emailing of project sheet, music, and contact for any emergencies, rehearsal/concert times, and attire
- Administrative duties for rehearsals and concerts including assigning artists' seating, creating and distributing artists' programs and music, keeping track of rehearsal break times, and arranging meals and transportation for artists'
- Interface with representatives from concert venues when on site and oversee all set up and break down of concert and rehearsal spaces
- Other duties as assigned by Artistic Director and/or Managing Director

ALL SAINTS' CHURCH, Princeton, NJ

Parish Administrator

2014-2018

- General administrative tasks: answering phones, email correspondence for all staff and parishioners, scheduling, administrative support to the Rector, etc.
- Scheduling of all parish events; scheduling for parish ministries and volunteers; recruitment of volunteers for parish events and ministries
- Point person for all present and future building tenants; creation and execution of all tenant leases and rental agreements
- Property manager; oversee the scheduling of and execution of all building repairs
- Design and upkeep of parish website (www.allsaintsprinceton.org)
- Design and upkeep of all parish social media (Facebook, Twitter, Instagram)
- Design and upkeep of parish weekly newsletter (Saints' Alive!)
- Aid in the tracking of donations, rental payments, and other financials with parish bookkeeper and Treasurer
- Design and updating of all parish brochures, bulletins, directories, etc.

Vestry Member

2013-2017

- Vestry Member (Church's Board of Directors) as representative for the Community & Fellowship Ministry
- Vestry Recorder/Clerk
- Aiding in the planning and execution of congregational and fundraising events and receptions
- Recruitment and organization of volunteers for fellowship and fundraising events
- Oversee and track Community & Fellowship budget

THE CONTINUO ARTS FOUNDATION, Westfield, NJ

Executive Assistant

2011-2013

- Provide administrative support to Executive Director, including scheduling, and for all foundation programs (Intergenerational Choral Program, Summer Music Theater Conservatory, Minuetto Music Festival, International Collaborations with the International Festival per Giovanni Musicisti and the Festival Internazionale di Musica e Arte Sacra)
- Point person for communication with all foundation members and potential foundation members
- Planning and execution of all programs, concerts, fundraising events, etc.
- Creation and Production of all program playbills; correspondence with members and vendors placing program ads
- Upkeep of website and social media (Facebook, Twitter)
- Assist in planning/coordinating International musical collaborations
- Young Artist liaison and coordinator for the Milton Cross Young Artist Program, part of the Minuetto Music Festival
- Assist in advertising and recruitment for all programs
- Tracking of all donations/grants received; correspondence with all foundation trustees and donors
- Assist in, schedule, and provide vocal coachings for various groups and programs when needed
- Oversee all accounts payable
- Organization of all foundation volunteers and committees
- Creation and distribution of all advertising materials for upcoming programs: Ads, Posters, Postcards, etc.
- Assist in and implement fundraising strategies
- Scheduling of auditions for programs and potential foundation members

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

Receptionist/Administrative Assistant for Facilities & Real Estate Services

2010-2011

- Answer phones and emails
- Scheduling for all departments
- Managing call-out lines for union workers
- Greeting and directing guests and potential clients
- Manage all office supply orders
- Planning and organizing company events
- General administrative assistance to all departments

EDUCATION

May-June 2011: **University of Pennsylvania, Philadelphia, PA**
Microsoft Powerpoint Techniques
Microsoft Excel Techniques

March 2011: **University of Pennsylvania, Philadelphia, PA**
Total Organization: E-Mail, Documents, Papers, and Workspace

2005-2009: **Westminster Choir College of Rider University, Princeton, NJ**
B.M., Vocal Performance

REFERENCES

The Rev. Hugh E. Brown, III

Rector
All Saints' Church
609.921.2420
hughandelly@aol.com

Mr. Brandon Waters

Former Managing Director
Citadel Theatre Company
208.860.0940
brandonwaters@gmail.com

Cory Klose

Managing Director
Kinnara Ensemble
404.780.2972
cory.klose@kinnaraensemble.org