



Opportunity: Production Coordinator, Upstream AV

Location: Ottawa-based (this role requires you to be based in Ottawa, or planning to relocate)

Type: Full-time

Supports: Production Leads

Close Date: Monday, November 16th, 2026

Who we are

We're growing. We're taking on bigger projects, building deeper client relationships, and continuing to shape the kind of company we wished existed when we entered this industry.

At Upstream, we believe AV doesn't have to suck. It doesn't have to mean burnout, chaos, poor communication, or treating talented people like interchangeable parts. We think this industry works best when people are trusted, compensated fairly, supported properly, and given room to do excellent work.

We're building Upstream for the technicians executing the event and the planners trusting us to deliver it. We're tilting the scale back in favour of the people who are actually on the ground at the events, and we're looking for someone who wants to help us do it.

The role

We're looking for a Production Coordinator to be the logistics backbone behind our events. You'll work closely with our Production Leads to book crews, arrange travel, source cross-rentals, build run of show documents and production schedules, and keep everyone informed and prepared well before load-in. This person will need to travel occasionally to support Production Leads and crews on events, but this is primarily a coordination role: the person who makes sure the right people, equipment, and information are in the right place at the right time.

At Upstream, you're an owner, not a boss. You're fully accountable for taking logistics off the Leads' and crew's plates, not for pushing process down onto them: crew booking, travel,

cross-rentals, scheduling, and all the details that create friction when nobody owns them. You'll work closely with the Production Leads, but the goal is the same as it is everywhere else at Upstream: enable the people doing the work to do what they do best, without getting bogged down. We work together as owners, not bosses.

What you'll do

Crew & travel coordination

- Work with Production Leads to schedule and book crews and travel for events
- Be the first point of contact for crew regarding shift changes or questions
- Onboard new freelancers into our systems
- Manage staffing for recurring events and monitor ongoing streams
- Travel to larger events as needed to help Production Leads lead and support crews on-site

Equipment & cross-rentals

- Work with the Production Leads, Tech Lead, and Operations Lead to plan preparing, sending, and receiving equipment to and from shows
- Source cross-rental equipment when needed
- Complete contractor cost projections before events and finalized cost sheets after

Communication & information flow

- Manage event-specific Slack channels to keep crew and freelancers informed and organized
- Keep information on travel and logistics organized and easy to find
- Flag scheduling conflicts or gaps early, before they become someone else's problem on-site

What we're looking for

- Highly organized and detail-oriented. You don't let things fall through the cracks, even when you're juggling several events at once
- A clear, proactive communicator who's comfortable being the first point of contact for crew questions
- Comfortable working with systems: Slack, scheduling tools, and Google Workspace, which we use as our core suite for docs, sheets, and shared drives
- Working knowledge of how events run is helpful so you understand what a schedule or cross-rental actually needs to account for, but you don't need to be a technical specialist
- Genuine care for the crew and freelancers you're coordinating. This role touches a lot of people's schedules and travel, and how you handle that matters

- Cost-conscious when booking travel and sourcing equipment, without cutting corners that affect the crew

Location

This role is based in Ottawa. Most of your day-to-day work can be done remotely if you choose, but you'll need to be at our office frequently to coordinate with crew, freelancers, and Production Leads, so this role requires you to live in the Ottawa area.

Compensation

\$70,000–\$100,000 CAD per year, based on experience.

Pay transparency is a core value at Upstream. We post real ranges because we think candidates deserve to know what a role pays before investing their time.

Benefits & time off

We offer a comprehensive health benefits package, including prescription drugs, dental, vision, paramedical services, major medical and life insurance, plus a Health Spending Account and out-of-country emergency medical coverage.

Our approach to vacation is pretty simple: **we don't count days**. Take the time off you need, communicate with your team, and make sure your responsibilities are covered. Events have some dates we can't move, obviously, but we don't think people should have to hoard vacation days or justify taking a break. We hire people we trust and treat them accordingly.

How to apply

Send a resume, LinkedIn, or even just a short introduction to careers@upstreamav.ca and tell us a bit about the kind of work you enjoy doing.

We're building carefully, intentionally, and for the long term. Let us know how you could help.