

**Position: AUDIENCE SERVICES & VOLUNTEER COORDINATOR**

**Job Type:** 1-year contract w/ potential for renewal **Start Date:** November 8, 2021

**Remuneration:** \$17.00/hr, standard hours of work 75 hours bi-weekly

**Date Posted:** September 29, 2021

**Closing Date:** October 29, 2021



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## **JOB DESCRIPTION**

The Aultsville Theatre is looking for a dynamic professional who demonstrates a high level of experience and understanding of all facets of theatre operations and/or special event planning, with a demonstrated strength in Front of House procedures, some technical knowledge of the theatre and industry standards. In addition the Audience Services and Volunteer Coordinator is critical in delivering a superior level of positive customer service and will involve direct contact with the public and the Theatre's clients.

This position provides administrative services; advancing rental events and activities, training and scheduling of part-time staff as well as management of a volunteer core, maintaining and contributing to online communication and engagement. The successful candidate will be a strong communicator, creative thinker and will have the capabilities to create promotional and marketing communication strategies for social media and website content using various apps/platforms, and provided equipment.

A thorough understanding of volunteer and staff management, employee relations, and conflict resolution is essential. Reporting directly to the General Manager, the incumbent is responsible for efficient and smooth Front of House operations, and staff / volunteer ushers, for all events.

### **General responsibilities of the position include:**

- **Event Planning:** Work with Management to determine advance needs of an event; ticketing/box office, merchandise, lobby displays, meet and greets, security, assess staffing needs, etc. Communicate and coordinate with Technical, Promoters, College facility, and Ticket Office to ensure smooth execution of events.
- **Client Care:** Focus on client needs within the scope of the Theatre's policies and procedures: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Communication:** Develop and deliver clear, engaging marketing messaging for the purposes of informing the public of theatre events and expectations using various apps, social media/branding platforms, content management systems.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Foster teamwork:** Lead and support a positive and inclusive working environment. Work cooperatively and effectively with others. Ensure superb customer service is provided by Audience Services staff/volunteers at all times.
- **Training:** Maintain orientation program and on-going training for all Head Ushers and volunteer ushers. Assist with the development and review of procedural policies for Front of House.
- **Attend meetings and/or training as required.**

### **Main show responsibilities of the position include:**

- Supervise all FOH staff/volunteers, including box office, when on duty. Ensure staffing coverage and that all FOH staff/volunteers are well informed and knowledgeable about specific details of each event.
- Care and supervision of the public before, during and after performances to ensure their comfort, enjoyment and safety. Provide customer care for patrons requiring preferred or special seating. Resolve patron complaints or issues.
- Ensure patron and staff/volunteer safety and wellbeing by keeping in compliance with health codes, fire regulations, LCBO regulations and any other compliance requirements for Front of House. Enforce the theatre policies and procedures that relate to the front of house and audience services. (ie. Ticketing policies, health and safety).
- Positively support and adhere to the federal, provincial, and public health regulations, requirements and guidelines, pertaining to indoor theatre venues and large public gatherings (ie. current masking, vaccines, social distancing, and capacity restrictions and requirements).
- Ensure the box office service is professional and efficient; follow and uphold ticketing policies (babes-in-arms, returns, exchanges); safeguard personal information collected during ticketing purchase transactions.
- Oversee and assist with receptions, special events, intermissions, artist meet-and-greets, merchandise sales, informational/promotional displays, and other pre/post-event activities.
- Oversee other audience services and amenities including coat check, water sales and lost and found.
- Ensure that the ambiance, appearance, and general condition of the lobby, the house, restrooms and other patron accessible areas of the facility are appropriately maintained and presentable.

### **HOURS OF WORK**

Standard hours of work will be 75 hours bi-weekly. There will be requirements to work flex time, including evenings, weekends and statutory holidays, or as required by the General Manager to accommodate event scheduling.

### **REQUIREMENTS & QUALIFICATIONS**

**The ideal candidate will have the following skills & qualifications:**

Must have a minimum of three to five years of experience in the following areas:

Working in a theatre environment or special event planning/coordination.

Box office and ticketing experience; prior knowledge of ticketing practices/systems would be an asset.

Administrative experience (working with various cloud and online platforms, including Google Workspace).

Social media/ branding experience (various apps, social media/branding platforms, content management systems).

Basic to intermediate level of knowledge of photo/video equipment and apps.

Ability to work independently and with a diverse team, effectively managing time and resources.

Volunteer coordination/supervision (recruitment, training, supervision, recognition).

Experience working with inventory and cash control procedures.

Excellent communication skills, both written and oral; strong command of the English language. Bilingualism will be considered an asset.

**Working conditions & requirements:**

PHYSICAL DEMANDS - moderate to high; constant standing and walking throughout shift during events; frequent lifting and carrying (ie. cases of water, stanchions, folding tables, ticket boxes); occasional kneeling, pushing, pulling, and lifting; frequent ascending and descending of ramps and stairs.

NOISE LEVELS - normal to loud; situationally dependent, performance audio and/or audience size can produce high levels of noise.

LIGHTING CONDITIONS - normal to dark; situationally dependent; bright in lobby, office, and pre-show conditions; frequent low light conditions, very dim to dark during performances.

SITE ACCESS - in accordance with the St. Lawrence College COVID-19 Vaccination Policy and requirements, all individuals accessing the college campus and facilities are required to be fully vaccinated. Aultsville Theatre is obligated to adhere to this policy by nature of its association with the college and the location of the theatre's administrative and event space(s) directly on the college campus.

**Note:** The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete description. Aultsville Theatre reserves the right to amend this position description at any time provided that such change does not represent a substantive change in the purpose or essential nature of the position.

**APPLICATION PROCESS**

Please submit a cover letter and resume by email ([employment@aultsvilletheatre.com](mailto:employment@aultsvilletheatre.com)) to Janet Martel, General Manager, **by Friday October 29, 2021.**

Please indicate Audience Services / Volunteer Coordinator in the email subject field. All applications are confidential. No telephone calls please.

We thank all applicants for their interest, however only those selected for an interview will be contacted. There will be a writing sample component as part of the interview process.

Aultsville Theatre is an equal opportunity employer committed to workplace diversity and we welcome applications from all qualified individuals.