



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

HOUSE MANAGER (12 MONTH CONTRACT, PART-TIME) COMMUNITY SERVICES – FERGUS GRAND THEATRE

The House Manager at the Fergus Grand Theatre allows a Township staff member to be present any time the general public is in the building for an event, relieving an undue burden on our volunteers. The House Manager is responsible for delivering excellent patron services, and for meeting the customer service needs of each and every member of the audience. Working in tandem with the Stage Manager/Event Technician, they ensure that all shows run smoothly, the creative process onstage is allowed to unfold as intended and ensure the safety and security of everyone in the building. The House Manager provides valuable assistance to the Theatre Coordinator and Customer Service Associate by taking on most volunteer coordination tasks, as well as some casual box office sales, marketing support tasks, and database management duties.

Major Duties & Responsibilities:

- Arrive one hour, 15 minutes prior to curtain.
- Upon arrival, perform pre-show checks and other tasks to prepare the theatre for the public, including usher training and review, as needed.
- At 30 minutes prior to curtain, open auditorium, welcome patrons, and run show in accordance with Fergus Grand Theatre policies and procedures, continuing work until the show is over and all patrons and volunteers have left the building.
- Recruit volunteers for upcoming events, using the theatre's volunteer management website (signup.com), supplementing the online call with telephone calls to individual volunteers to ensure a full crew is on hand for all shows.
- Maintain the theatre's volunteer database, ensuring it is complete, accurate, and that any outstanding information or forms from volunteers have been received. This includes scanning paper records for online storage, and periodically reviewing the database to remove inactive volunteers.
- Design, develop, and implement a program for the recruitment and training of new volunteers.
- Serve as the main point of contact between the theatre and its volunteers.
- Sell tickets to walk-in and phone-in patrons using the theatre's TixHub box office software, whilst providing excellent customer service to everyone who comes into the theatre, whether they are there to see the show or not. This position can be expected to sell tickets prior to the show on a regular basis, and to sell tickets during the show or at intermission on an occasional basis.
- Completes marketing tasks related to the Fergus Grand Theatre presenting series, as delegated by the Theatre Coordinator and/or Customer Service Associate, including but not limited to artist and niche marketing research, seeking out and submitting show information to online listing services and databases, organizing poster/flyer distribution, and other marketing activities as assigned.
- Updates and maintains patron database in TixHub, performs bi-monthly exports of new patrons to Constant Contact, removes bounces and unsubscribes from Constant Contact database.
- Tracks and maintains client contacts in Constant Contact, verifies and documents CASL compliance, removes bounces and unsubscribes from Constant Contact database, encourages non-verified clients to opt-in to eNewsletter mailings.

HOURS OF WORK

- Evening and weekend availability is required, with some availability to work through the week, depending on Theatre rentals.

QUALIFICATIONS:

- OSSD, or equivalent.
- Possess or be willing to obtain valid certification in First Aid/AED, WHIMIS, and any other Health and Safety training as required.
- One (1) to three (3) years' experience working or volunteering in the performing arts, either as a House Manager, box office or other front-of-house staff, or related experience in arts administration, event planning, theatrical production, etc.
- Possess, or be willing to learn, the specific policies and procedures required to House Manage shows at the Fergus Grand Theatre.
- Ability to quickly adapt to changing conditions and respond accordingly. Sensitivity to the creative process, and to the needs of a wide variety of patron types, is essential.
- Possess excellent communication, organizational, interpersonal, and customer-service skills.
- Have or be able to quickly develop broad-based knowledge of software including Microsoft Office, Adobe Creative Suite, TixHub box office software, etc.

Hourly Wage: \$22.64 per hour [2024 rates]

How to Apply: Interested applicants are invited to submit their cover letter and resume in MS Word or PDF format by email to careers@centrewellington.ca by May 5, 2024, at 11:59 p.m. Please quote job posting '2024-019' in the subject line.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. We thank all those that apply; however only those candidates selected for an interview will be contacted. No phone calls please.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.