

Theatre on the Ridge Information Services & Volunteer Coordinator Summer 2024

8 - 14 week contract*

Fulltime (35 hours/week)

Rate: \$17.00/hr

Start Date: May 27/July 8, 2024 TBC*

End Date: August 25, 2024

The position of Information Service & Volunteer Coordinator supports the company's mission and values with specific knowledge and work experience in the areas of front of house, concessions and Covid compliance for the 2024 summer season. The Information Service & Volunteer Coordinator will work with the General Manager and Patron Services Coordinator to ensure the smooth implementation of the company's Box Office and Front of House patron services and communications.

The Information Service & Volunteer Coordinator will report to and work under the direct supervision of the General Manager, with support and input from the Box Office Manager. This position will work remotely and on site with appropriate event and program personnel as required, including the General Manager, dependent on the task and event/program. Training and resources will be provided on specific software used in volunteer management, and Covid compliance regulations, protocols and related information.

The Information Services & Volunteer Coordinator will be present at all performances and community events as required, will train and organize volunteer schedules for ushers, concessions and special events, greet and seat patrons as required, and will oversee concessions and other visitor experience offerings.

Goal: To execute and support key box office, Front of House and Covid compliance tasks as designated, to maintain viability, enhance audience/participant experiences, and meet public health requirements, including the smooth implementation of ticket sales, audience experiences, communications and safety protocols.

General responsibilities: This position executes and supports key tasks in the areas of Front of House management, including box office set up and execution, volunteer management, concessions, patron liaison & communication, and Covid compliance communications and protocols. The Information & Volunteer Coordinator will report to and work under the direct supervision of the General Manager, with support and input from the Box Office Manager. This position will work remotely and on site (in compliance with Covid protocols and restrictions) with appropriate event and program personnel as required, including the General Manager, dependent on the task and event/program. Training and resources will be provided on specific box office software used, and Covid compliance regulations, protocols and related information. Additional front of house and production set up and take down tasks may be assigned as reasonable.

Requirements

This is a government funded position and the successful candidate is between the ages of 15 and 30, a Canadian citizen, permanent resident or person to whom refugee protection has been conferred under the Immigrant and Refugee Protection Act 2, be legally entitled to work under relevant provincial legislation and regulations. The successful candidate will also have experience in general customer service and communications, ticket and event sales, and the arts and theatre sectors; and will possess the following skillsets:

- Previous ticket sales/box office, customer service and communications experience ideal, including managing cash floats and at the door ticket sales.
- Previous volunteer management experience is an asset
- Previous theatre experience and knowledge in any area is an asset
- Strong written/oral communications and interpersonal skills
- Strong organization and time management skills
- Ability to work well in a high energy, multi-task environment
- Ability to work independently or with little supervision as required
- Ability to work well with multiple team players and Theatre 3x60 personnel
- Ability to represent and advocate for the organization and the sector.
- A passion for live theatre and storytelling, and an understanding of the importance of delivering a positive audience experience is essential.
- Ability to work with an online sales platform is essential and past experience with Square and Eventbrite is an asset.

The successful candidate must have access to independent, reliable transportation as relates to any on site requirements of the position.

This position includes regular weekend and evening hours as per the performance calendar and season dates (available at www.theatreontheridge.ca)

Covid related priorities for 2024 – Proof of vaccination required.

Due to the location of our office, performance and storage facilities, preference will be given to applicants who reside in Durham region and can confirm transportation within Durham region.

*This position is subject to funding. Additional contract dates may be available subject to funding.

Applications will be accepted until April 15, 2024.

Please submit a detailed resume including relevant formal training and/or experience and cover letter to the General Manager at info@theatre3x60.ca. We thank all

applicants for their interest, but will be contacting only those candidates required for an interview.

“Theatre 3x60/Theatre on the Ridge is committed to diversity and inclusion in our hiring and recruitment practices, and encourage applications from culturally diverse persons, Indigenous persons, deaf persons and persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. We welcome applications from persons with disabilities to the extent possible with the physical spaces of our venues and requirements of the positions available.”