



Information Services & Tourism Coordinator Summer 2025

Full-time Seasonal (1 position available)

35 hours/week

14-week contract*

Rate: \$19.00/hr

Start Date: May 19, 2025 TBC*

End Date: August 24, 2025

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

The Information Service & Tourism Coordinator will work with the General Manager and Tourism Manager to ensure the smooth implementation of the Company's tourism offerings, visitor services and communications.

This position is responsible for executing and supporting key information and tourism related tasks as designated, to maintain viability, support tourism partners and enhance audience/participant experiences.

The Information Service & Tourism Coordinator reports to and works under the direct supervision of the Tourism Manager, with additional oversight by the General Manager, and with support and input from Patron Services and General Managers. This position will work remotely but is required for on-site events/programs working with appropriate tourism and program personnel as required, dependent on the specific tasks required. The position works to support Front of House/Patron Services and other visitor experience offerings as required.

Training and resources will be provided on specific software used in tourism partner & visitor data management and communications.

General responsibilities: This position executes and supports key tasks in the areas of Information and tourism related services, communications, planning support, implementation and data collection and documentation. Other tasks may be assigned as reasonable.

The successful candidate will possess the following skillsets:

- Previous tourism or related event experience ideal, including managing cash floats and at the door ticket sales
- Previous customer service and communications experience ideal
- Previous theatre experience and knowledge 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 is required
- Ability to work well with multiple team players and Theatre 3x60 personnel
- Ability to represent and advocate for the organization and the tourism 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
- Previous experience with Paperless Post and Eventbrite is an asset.

Specific Tasks include:

- Group sales liaison and coordination
- Support promotion of Theatre on the Ridge tourism offerings
- Create onsite general tourism guidebook and location information for theatre patrons

- Liaison for tourism partners including recruitment, promotion of partner offerings, event invitations data gathering, follow-up and debriefing
- Onsite support for Front of House and Patron Services on performance days, community and special events

Requirements:

This is a government funded position, and the successful candidate is between the ages of 18 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 must also be currently enrolled in a tourism and/or event management program in a secondary, or post-secondary institution or within six months of graduation of such a program. Proof of enrolment may be requested.

The successful candidate will also have experience in general customer service and communications, ticket and event sales, and the arts and theatre sectors.

The successful candidate must also have access to independent, reliable transportation as relates it to onsite 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).

Applications will be accepted until **March 14, 2025**.

Please submit a detailed resume including relevant formal training and/or experience and cover letter to the General Manager at humanresources@theatreontheridge.ca. We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.

“Theatre 3x60/Theatre on the Ridge is committed to diversity and inclusion in our hiring and recruitment practices, and encourages 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.”