



### **Patron Services & Events Coordinator Summer 2026**

Full-time Seasonal (1 position available)

36.25 hours/week

16-week contract\*

Rate: \$20.00/hr

Start Date: May 11, 2026 TBC\*

End Date: August 30, 2026

\*This position is subject to funding. Exact contract dates may be also be subject to funding.

The Patron Services & Events Coordinator works with the General Manager, supported by the Tourism Manager to ensure the smooth implementation of the Company's tourism offerings and events, 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, engage the community and enhance audience/participant experiences.

The Patron Services & Events Coordinator reports to and works under the direct supervision of the General Manager, with additional oversight by the Tourism Manager, and support from Venue, Program & Production Managers. This position is hybrid, with majority of hours required on-site for events/programs implementation, but also able to work remotely as appropriate. The position will work with appropriate tourism and program personnel as required, dependent on the specific tasks required. The position works to support Front of House/Patron Services, on-site visitor experience offerings and community events 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 patron services, tourism related services, community events, 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 programs experience is an asset
- 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:**

- Patron Services & Front of House coordination (including volunteer roster)
- Group sales liaison and coordination
- Community events oversight
- Support promotion of Theatre on the Ridge tourism offerings and season events
- 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 through June, July and August as per the performance calendar and season dates (available at [www.theatreontheridge.ca](http://www.theatreontheridge.ca)).

Costs related to this position have been calculated for candidates local to Scugog Township and Durham Region. No related travel and/or accommodations expenses are currently allotted to this position.

Applications will be accepted until **April 15, 2026**.

Please submit a detailed resume including relevant formal training and/or experience and cover letter to the General Manager at [humanresources@theatreontheridge.ca](mailto: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.”***