

## **PATRON SERVICES MANAGER**

### **FULL-TIME SALARIED POSITION**

Reporting to the Managing Director, the Patron Services Manager will lead the daily operations of the Box Office and Front of House departments to deliver the highest standard of guest satisfaction. The ideal candidate for this role is an individual looking to join a small team of like-minded professionals dedicated to providing a superior guest experience, while growing and nurturing audience relationships through strong stewardship initiatives. This person has the ability to manage multiple projects at the same time in a fast-paced environment that requires flexible working hours to include a mix of daytime, evening and weekend shifts. We are seeking an adaptable self-starter who can anticipate, identify and solve problems, while offering recommendations to improve.

#### **DUTIES & RESPONSIBILITIES**

##### **PLANNING & ADMINISTRATION**

- Work in collaboration with the Managing Director, execute all Front of House and Box Office staffing requirements, including hiring, scheduling, and training of both staff and volunteers.
- Create and enforce policies and procedures related to Box Office and FOH Operations.
- Design communication tools required for smooth operations.
- Participate in annual planning and ongoing evaluation of pricing strategies and marketing plans in collaboration with company leadership.
- Support Group Sales ticket bookings for all performances, including initial outreach, inquiry, booking, payment, and relationship management.
- Manage guest feedback, concerns or comments.
- Collaborate with company leadership to plan all receptions and special events.
- Prepare sales reports on a regular basis.

##### **BOX OFFICE OPERATIONS**

- Manage all Box Office daily operations including staffing, communications, etc.
- Implement and maintain a new Box Office system in collaboration with company leadership, including training of staff and volunteers as appropriate.
- Communicate policies for in person, online and phone ticket sales including all discounts, comps, exchanges and refund.

##### **FRONT OF HOUSE OPERATIONS**

- Monitor and oversee all Front of House Operations including scheduling, staffing, and volunteer coordination.
- Work with the Managing Director to build supplier relationships.
- Collaborate with volunteers for improvement and expansion of concession offerings.
- Maintain familiarity with liquor laws and license requirements.
- Ensure “Smart Serve” requirements are met by all Bartenders and staff.
- Arrange for the delivery or pick-up of all necessary concession supplies.

##### **VOLUNTEER MANAGEMENT**

- Assist Volunteer Coordinator with hiring and scheduling of all volunteers.
- Collaborate with the Volunteer Coordinator in the recruiting, screening and training of new volunteers for FOH operations.
- Maintain an up-to-date volunteer database with the Volunteer Coordinator.
- Motivate, inspire & empower teams by offering regular feedback and collaborating on initiatives to improve operations.
- Organize Volunteer appreciation and Information nights.

#### **NECESSARY QUALIFICATIONS**

**Education:** Post secondary degree from a recognized technical training institution or an equivalent combination of education and professional experience.

**Experience:** Minimum 2 to 4 years professional experience in a customer service oriented leadership position.

**Skills:**

- Experience working with ticketing software or other client management systems.
- Excellent knowledge of management methods and leadership technique.
- Strong scheduling, planning, and organizational skills.
- Proficiency with Microsoft Office Suite (Excel, Word) and GSuite (Cloud Computing, Google Docs).
- Strong written and verbal communication skills.
- Extremely strong interpersonal skills with the ability to communicate with people in a diverse environment
- Ability to manage and defuse difficult situations with positivity and professionalism.
- Strong work ethic that will enhance and assist in the evolution and growth of the organization.
- Passionate, innovative, entrepreneurial, collaborative, creative, and (hopefully) an inexhaustible sense of humour.

**Compensation:** Salary Range \$50-\$55k based on experience

**How to Apply:** The Cameco Capitol Arts Centre is an equal opportunity employer and we encourage candidates of all backgrounds to apply. We thank applicants for their interest, however, only those advancing in the process will be contacted.

**Applications will be accepted until October 18, 2021.**

Interested candidates should email their CV along with a Covering Letter to:

**Erin Peirce, Managing Director** at [jobs@capitoltheatre.com](mailto:jobs@capitoltheatre.com)

Please include "PATRON SERVICES MANAGER" in the subject line

**ABOUT THE CAPITOL**

The National Historically Designated Cameco Capitol Arts Centre is located just 1 hour from Toronto in beautiful and historic Port Hope. One of Canada's first "Talking Picture Houses," built in 1930 and in operation as a multi-entertainment venue since 1995, the Capitol has enjoyed growth over the past five years and is poised for the next chapter in its evolution. The Capitol draws top industry talent for its professional productions in two performance spaces. Operating year round, the Capitol offers Live Theatre, Concerts, TIFF Films, HD Opera and much more.

The Capitol Theatre is a not-for-profit organization in which daily operations rely on the support and dedication of a large volunteer team who play an integral part of providing support to the daily box office and front of house operations. Volunteer roles include Box Office attendants, Bartenders, Concession Servers, Greeters, and Ushers.

We are looking to build an all-star team, so if you possess a vibrant personality, strong people management skills and have a passion for bringing new ideas forward and working towards a common goal, apply for this opportunity!