

PATRON SERVICES & GROUP SALES COORDINATOR

FULL-TIME SALARIED POSITION

Reporting to the Patron Services Manager, the Patron Services Coordinator is at the centre of the public-facing activities of the Capitol Theatre. This position supports Front of House theatre operations with a specific focus on Group Sales & Events. The ideal candidate for this role has experience in theatre, restaurant, hospitality, or event operations and is looking to join a small team of like-minded professionals dedicated to providing a superior guest experience, while growing and nurturing audience relationships through efficient operations and 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.

GROUP SALES

- Support Group Sales ticket bookings for all performances, including initial outreach, inquiry, booking, payment, and relationship management.
- Answer incoming inquiries by phone, email, and in-person in a prompt and professional manner, providing accurate information to group leaders with regards to theatre programming and event offerings
- In collaboration with the Managing Director, establish and execute outbound-calling sales initiatives (including the training of staff/volunteers as required).
- Assist to launch and maintain the Group Sales & Facility Rental opportunities database and track leads and sales as required
- Provide reporting on group sales bookings and outreach initiatives

BOX OFFICE & FRONT OF HOUSE OPERATIONS

- Work in collaboration with the Patron Services Manager to support Box Office and Theatre Operations to include on-site management shifts
- Enforce policies and procedures related to Theatre Operations and Box Office.
- Ensuring the organization's purpose is conveyed to the public.
- Support Box Office & Theatre Volunteers with training and support with various systems to include Spektrix, Moneris, Square, etc.
- Support Donor Stewardship and Member Development Initiatives through the coordination of member benefits and processing donor transactions.
- Assist Box Office personnel with appropriate messaging to the public through their sales.
- Support and Attend external promotional and fundraising events to include trade shows, conferences, marketplaces and charity bingo
- Other administrative duties as required

PLANNING & ADMINISTRATION

- Work in collaboration with the Managing Director and Patron Services Manager to establish and enforce policies and procedures related to Box Office and FOH Operations.
- Participate in annual planning and ongoing evaluation of promotional strategies and marketing plans in collaboration with company leadership.
- Assist to manage guest feedback, concerns or comments.

NECESSARY QUALIFICATIONS

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

Experience: Minimum 1 to 2 years professional experience in a customer service oriented leadership position.

Skills:

- Customer Service. This position is a customer-facing role and requires friendly and professional conduct at all times.
- Collaboration. The successful candidate must be able to work well with the Patron Services team.
- Communication. This position requires strong interpersonal skills, with the ability to communicate in a fast-paced and ever-changing environment.
- Technical. Strong Proficiency in Microsoft Office Suite (Excel, Word) and GSuite (Cloud Computing, Google Docs) is required. Training will be provided to use our ticketing software, Spektrix.
- Quick-Thinking. The position requires the ability to manage and defuse difficult customer situations with positivity and professionalism.
- Work Ethic. A strong work ethic is required to 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 \$43-\$45k based on experience

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

Erin Peirce, Managing Director at jobs@capitoltheatre.com

Please include "PATRON SERVICES & GROUP SALES COORDINATOR" in the subject line

Applications will be accepted until the position is filled

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.

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!