



**Theatre 3x60/Theatre on the Ridge  
Position Description**

**Patron Services (& Covid Compliance) Coordinator**

**1 year part-time contract**

**\$16/hr X 8 hr/wk X 50 weeks**

**Start Date: November 15, 2021**

The position of Patron Services Coordinator supports the company's mission and values with specific knowledge and work experience in the areas of front of house, ticket sales, communications and Covid compliance. The Patron Services Coordinator will work with the General Manager and Marketing Director to ensure the smooth implementation of the company's box office and patron communications and audience development. The Patron Services Coordinator will also support the company's awareness of and compliance to Covid 19 health and safety regulations.

**Goal:** To execute and support key box office 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 development, communications and safety protocols.

**General responsibilities:** This position executes and supports key tasks in the areas of ticket sales set up and execution, patron liaison & communication, content development and media release distribution relating directly to ticket sales, and overseeing front of house activities, Covid compliance communications. It can also include the coordination and execution of Theatre on the Ridge media releases and other marketing information distribution, program and event coverage and documentation directly relating to box office and ticket sales. The Patron Services Coordinator will report to and work under the direct supervision of the General Manager, with support from the Marketing Director. 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 specific box office software used, and Covid compliance regulations, protocols and related information.

**Requirements**

The successful candidate will have experience in general media and communications, ticket and event sales, and the arts and theatre sectors; and will be legally entitled to work under relevant provincial legislation and regulations, and possesses the following skillsets:

- Previous ticket sales/box office and communications experience ideal
- Formal education in a Marketing and Communications program an asset
- Knowledge of analytics 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.
- Familiarity with multiple social media platforms (Facebook, Instagram, Twitter) 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 weekend and evening hours as required.**

***Covid related priority for 2021*** – 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 safe transportation within Durham region.

**Applications will be accepted until November 5, 2021**

Please submit a detailed resume including relevant formal training and/or experience and cover letter to the General Manager at [info@theatre3x60.ca](mailto: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.”*