

## Job Posting – Box Office and Events Coordinator

Date posted: Monday, July 12, 2019

Reports to General Manager. Part-time, year-round position. Remuneration: \$18 per hour.

TheatreOne is seeking a qualified individual to fill the position of Box Office and Events Coordinator. The position is responsible for the management of all box office and event operations for TheatreOne's film and theatre series. This is currently an hourly paid position with an estimated 1,000 hours per season. Hours of work are partially flexible, however attendance at most Fringe Flicks, Mainstage (Opening and Closing especially) and Just Kidding performances are expected.

### Principal Responsibilities:

- Manage ticket sales, including creation of ticketed events on website, ticket printing, and tracking
- Reconciliation of sales for all events (i.e. revenue allocation and bank deposits)
- Balance and verify daily revenue and complete administrative paperwork and reports
- Process and accept payments for events, bookings, and subscriptions
- Act as front of house manager on performance days
- Prepare materials and logistical support for events
- Coordinate volunteers
- Track society memberships and benefits
- Manage mailing and email lists
- Handle feedback in a professional manner while providing exceptional customer service
- Provide information about TheatreOne to the public, in person, by email or over the phone
- Complete administrative duties in a timely manner (eg. Ticketing reports)
- Maintain an understanding of all TheatreOne's programs.
- Communicate with TheatreOne's suppliers (i.e. VIU's Discovery Room)

### Preferred Qualifications and Assets:

- Candidates with working knowledge in the performing arts are preferred
- Office management experience is not necessary, but would be considered an asset
- Experience in retail and the service industry
- Experience in supporting/managing events
- Experience with spreadsheets and point of sales applications; currently TheatreOne uses Square, PayPal and Canada Helps for sales.
- Experience and comfort with money handling, POS systems, creating sales reports
- Valid Class 5 drivers' license and access to a car on event weekends to transport box office gear to and from the venues (Malaspina Theatre and Avalon Cinema)
- detail-oriented, methodical
- strong focus on customer relations and team environment
- comfortable speaking in front of an audience and engaging with patrons

### Details of Programs

TheatreOne has been a part of Nanaimo for over thirty-five years. We have four distinct series: Mainstage, Emerging Voices, Just Kidding for Kids and Fringe Flicks. *Mainstage* brings challenging and dynamic professional live theatre to the stage, with an emphasis on contemporary Canadian works. *Emerging Voices* staged readings encourage and support the creation of new plays and the development of local playwrights. *Just Kidding for Kids* program brings the magic of the performing arts to audiences of all ages and builds opportunity for young people and families to access, learn from, and celebrate the arts. *Fringe Flicks* is our long-running independent film series, an intelligent alternative to mainstream movies.

- Mainstage – up to four performances of three plays at Malaspina and the Port Theatre
- JustKidding – three performance at Malaspina Theatre
- Emerging Voices – three readings at the Port Theatre
- Fringe Flicks – four screenings of ten films at Avalon Cinema

### Start Date: August 15, 2019

**Application:** Forward a resume with a cover letter indicating your interest in the position, and the skills you believe you can add to support TheatreOne. Applications will be accepted until the position is filled. Forward your application in word, or pdf format to: [admin@theatreone.org](mailto:admin@theatreone.org) with the subject heading "Box Office and Events Coordinator".

Suitable applicants will receive notice of an interview and once an acceptable candidate is found the application process will be closed.