



House Manager
King's Wharf Theatre – Contract Position

ORGANIZATION DESCRIPTION

Drayton Entertainment is a registered, not-for-profit charitable organization and one of Canada's most successful professional theatre companies. We present the finest in live theatre for all ages at seven unique venues across Ontario: the Drayton Festival Theatre in Drayton, Huron Country Playhouse and Playhouse II in Grand Bend, King's Wharf Theatre in Penetanguishene, St. Jacobs Country Playhouse and Schoolhouse Theatre in St. Jacobs, and the Hamilton Family Theatre in Cambridge.

Reports to Facility Manager

Function To efficiently manage the Front of House areas for all Theatre productions and events.

Duties and Responsibilities shall include but not be limited to:

- Train and oversee volunteer ushers and ensure that the Front of House runs efficiently.
- Coordinate and schedule ushers for all performances.
- Establish positive and nurturing relationships with Drayton Entertainment volunteers.
- Co-ordinate the Front of House volunteers and staff with Stage Management to ensure performances begin as scheduled.
- Provide assistance to the Facility Manager for the Opening Night reception and other scheduled receptions and events.
- Develop an understanding of Box Office and House policies, as well as liquor laws as they pertain to the facility.
- Develop positive relationships with patrons and use proper communication skills in providing immediate feedback to any concerns or dissatisfactions that may occur (e.g. poor seats, babes in arms, noisy patrons in house, etc.).
- Count 50/50 tickets sales during first act and intermission and maintain the tracking sheets.
- Assist with Fire Safety Plan and Emergency Procedures.
- Ensure the safety of all theatre patrons: before each performance, all washrooms, auditorium, and front of the house areas must be checked to ensure their suitability for the public.
- Perform daily & weekly housekeeping duties as required in the job function, and other duties assigned by management.

Required Skills:

- The House Manager must have a definite passion for the performing arts and an intense desire to work with the public, youth and adult volunteers.
- Excellent interpersonal skills.
- Excellent customer service & organizational skills.
- Confident attitude and warm, professional demeanour.

Other qualifications include:

- Standard First Aid Training
- Smart Serve Certification is an asset

Term: Contract position from May 27 to August 31, 2019
Evening and weekend work is required, per theatre programming

This position is based in Penetanguishene, ON

For consideration, interested candidates should respond by May 3, 2019 to:
Ellen Berwick
Director of Audience Services
Email: ellenb@draytonentertainment.com

Drayton Entertainment welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.