



## House Manager Drayton Festival Theatre

### 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 (Mainstage and South Huron Stage) in Grand Bend, King's Wharf Theatre in Penetanguishene, St. Jacobs Country Playhouse and Schoolhouse Theatre in St. Jacobs, and Hamilton Family Theatre Cambridge.

Reports to      Office 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.).
- 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.
- Enforce Drayton Entertainment policies and procedures including our Duty of Care.

### **Required Skills:**

- The House Manager must have a definite passion for the performing arts and a demonstrated maturity in working 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 starting as soon as possible until August 28, 2022.  
Evening and weekend work is required, per theatre programming.

*This position is based at the **Drayton Festival Theatre** in **Drayton, ON**. Individuals required to work onsite must provide proof of COVID-19 vaccination in accordance with Drayton Entertainment's COVID-19 Vaccination Policy. Accommodations may be requested due to medical exemption.*

For consideration, interested candidates should respond to:

Natasha Hopf

Human Resources & Artistic Administrator

Email: [natasha@draytonentertainment.com](mailto:natasha@draytonentertainment.com)

**Please indicate the job title you are applying for in the subject line of your application.**

*Drayton Entertainment is committed to inclusion and diversity in hiring, and encourages all qualified candidates to apply. Drayton Entertainment is committed to providing employees with a barrier free work environment that is free of discrimination and harassment. Accommodations are available on request for candidates taking part in all aspects of the selection process.*