



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 Hildebrand Schoolhouse Theatre in St. Jacobs, and the Hamilton Family Theatre Cambridge. We also operate a Youth Academy in Waterloo.

Drayton Entertainment is committed to inclusion and diversity in hiring, and encourages all qualified candidates to apply without regard to age, disability, ethno-cultural identity, sexual orientation, gender identity, or any other historically underrepresented and marginalized identities.

Drayton Entertainment is committed to providing all workers with a barrier free work environment free of discrimination and harassment. If reasonable accommodation is needed to participate in the employment selection process, please reach out directly to Natasha Hopf, Director of Human Resources, at natasha@draytonentertainment.com or 519-621-5511 ext.240 so that we may provide assistance.

TICKETING & SYSTEMS MANAGER

Reports to Executive Director

Function The Ticketing & Systems Manager is responsible for managing all aspects of Drayton Entertainment's customer relationship management software (Tessitura), and in so doing provide exceptional service to theatregoers and multiple departments within the organization. This is a hands-on role for an individual who enjoys learning new skills and programs, and is adept at problem-solving and working with a broad range of people, including customers, staff, and service providers.

Key responsibilities include:

TICKETING SOFTWARE

- Build and maintain productions for myriad Drayton Entertainment theatre programs and special events, along with educational programs, community rentals, and other offerings.
- Lead the deployment, configuration, testing, end user training and maintenance of new and existing programs and applications, and their integration with payment processing services and Drayton Entertainment's website.
- Design and configure physical tickets, print-at-home tickets, and digital tickets in compatibility with front-of-house requirements.
- Implement system updates, and network with other CRM users to continually refine best practices.
- Work with team members in the utilization of Business Intelligence reporting to effectively serve various departments, including Box Office, Finance, Marketing, Development, and Group Sales.

SYSTEMS

- Develop an in-depth understanding of all software applications being used, including but not limited to:
 - Touch Bistro (Bar) and integration with payment processing provider (as/if applicable)
 - Better Impact (Volunteer Management System)
 - JackRabbit (Youth Academy)
 - VOIP phone system
- Assist our IT consulting firm in managing computer infrastructure including network equipment, computers, printers, mobile phones and scanners, including the rollout of software updates and all equipment upgrades and/or replacements.
- Create technology policies and best practices to safeguard company information, protect workers, and advance the work of our theatre organization.
- Monitor secure, public, and guest Wi-Fi speed and functionality across all venues.

REQUIRED SKILLS

- A minimum of 3 years' work experience in a comparable industry.
- Customer Relationship Management system knowledge (Tessitura preferred but not required).
- Proficient with Adobe Dreamweaver, HTML, HTML 5, CSS.
- Experience testing and implementing new systems/projects.
- Self-directed independent worker with superior analytical skills and people skills.
- Ability to quickly and effectively troubleshoot on their own.
- Understanding of PC hardware and common hardware connectivity types and configurations.
- Must possess a valid driver's license to travel to various venues.

TERM: Full-time

Start date is negotiable, depending on the schedules of both parties, but may be immediate.

This position is based in-person and on site at Drayton Entertainment's Head Office at 46 Grand Ave. S., Cambridge.

HOW TO APPLY

For consideration, interested candidates should respond with Cover Letter & CV by Fri, April 18 to:

Natasha Hopf

Director of Human Resources

Email: natasha@draytonentertainment.com

***Please List "Ticketing & Systems Manager" in the Subject Line

We thank all applicants for their interest; however, only those selected for an interview will be contacted.