



Office Manager
Drayton Festival Theatre
Job Description

Organization:

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: Director of Audience Services

Term: Contract position starting as soon as possible to September 9, 2022.

*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.*

Function: The Office Manager is responsible for overseeing operations, supervising the front of house and custodial staff, ensuring customer service standards are met and maintaining a safe work environment and a clean facility.

Duties and Responsibilities shall include but not be limited to:

- Monitor the maintenance of the facility on a daily basis and grounds maintenance reporting concerns to the Director of Facilities
- Supervise Front of House staff including Box Office, House Manager, Bartender and ushers
- Assist with box office responsibilities
- Assist with bar service during show intermissions, opening night receptions and other high traffic periods
- Solve customer problems within the acceptable guidelines of Drayton Entertainment, and brings forward any customer concerns or unsolved problems to management
- Be responsible for bank deposits, reconciling cash receipts, daily deposits, administration petty cash, floats, and the processing of cheque requisitions
- Ensure documented procedures are adhered to in all areas including finance
- Coordinate the work effort of all staff to ensure the highest possible level of customer service
- Supervise Custodial staff and facility cleanliness reporting concerns to the Director of Facilities
- Oversee concession inventory and replenishment
- Assist with the organization of opening night receptions
- Coordinate and schedule volunteers
- Assist with the arranging of accommodations for artists with our accommodation partners
- Maintain open communication with immediate supervisors and other Senior Management
- Manage facility security and be first on-call with the security company.
- Enforce Drayton Entertainment policies and procedures including our Duty of Care.

Required Skills:

- Strong management and decision-making abilities
- Demonstrated strong organizational and leadership skills
- Excellent verbal and written communication skills
- Competency in Microsoft Word, Excel and Outlook is essential
- Team player and independent worker
- Ability to function in a fast-paced environment
- A demonstrated passion for the arts

Other qualifications include:

- Smart Serve Training & Certification is an asset
- Emergency First Aid Training is an asset

For consideration, interested candidates should respond to:

Natasha Hopf

Human Resources & Artistic Administrator

Email: 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.