



### **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](mailto:natasha@draytonentertainment.com) or 519-621-5511 ext.240 so that we may provide assistance.

### **BOX OFFICE REPRESENTATIVE (SEASONAL)**

Reports to      Box Office Manager

Function      A friendly and enthusiastic individual who enjoys interacting with the public effectively and efficiently, the Box Office Representative is a front line ambassador for our organization, setting the tone in many ways for the live theatre experience to follow. The role involves providing exemplary customer service through the selling and processing of ticket orders (single-tickets, subscriptions, groups, gift certificates, and other promotions) and donations by phone, online, and in-person.

**Duties and Responsibilities** include but are not limited to:

- Provide superior customer service, including knowledge of theatre programming, directions, parking, and other common customer inquiries.
- Process all ticket sales including adult and youth tickets, subscriptions, and group orders, along with a range of charitable gift receipts, through the theatre's ticketing system. Additionally, issue complimentary tickets, account credits, refunds, and exchanges according to established theatre policy.
- Complete data entry including account activation, customer file updates, the safeguarding of customer data/personal information, and other refinement processes to maintain the accuracy and robustness of the ticketing system.
- Welcome theatregoers and distribute tickets to customers at Will Call window prior to performance, answering questions and assisting with any ticketing needs or concerns.
- Complete reporting and reconciliation procedures of all sales at end of shift, including the reporting of any customer ticketing concerns that require the attention of the Box Office Manager.

- Assist Bartender staff in the lobby at peak period of intermission, as needed, in order to provide and complete service for a range of exciting events and festivities, including Opening Nights, receptions, private client events, fundraisers, and other special programs.

### **REQUIRED SKILLS & QUALIFICATIONS**

- Enthusiasm for, and appreciation of, live theatre and the many people accessing the venue on a daily basis.
- Demonstrated maturity in working with the public, coupled with excellent customer service skills. This includes a confident attitude and warm, professional demeanour.
- Previous experience in customer service industry.
- Experience with ticketing and/or point-of-sale systems is an asset; First Aid certification is an asset; Smart Serve certification is an asset.

**TERM:** Seasonal.

This position is available at each of the following venues:

- Huron Country Playhouse, Grand Bend (Full-Time & Seasonal; May 13 to Sept 1)
- Huron Country Playhouse, Grand Bend (Part-Time & Seasonal; May 13 to Sept 1)
- King's Wharf Theatre, Penetanguishene (Part-Time & Seasonal; May 13 to Sept 1)

*Due to the nature of the live theatre industry, daytime, evening and weekend work will be required.*

*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.*

### **HOW TO APPLY**

For consideration, interested candidates should respond with Cover Letter & CV by April 5, 2024 to:

Laurie Castro  
Box Office Manager  
Email: [laurie@draytonentertainment.com](mailto:laurie@draytonentertainment.com)

Please clearly indicate on your submission your preferred theatre location.

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