



### **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.

### **FRONT-OF-HOUSE MANAGER (SEASONAL)**

Reports to Facility Manager

Function A welcoming, confident, and engaging individual who enjoys interacting with the public effectively and efficiently, the Front-of-House Manager is an integral part of Drayton Entertainment's front line operations. The role involves coordinating and supervising volunteers, equipment, space, and supplies to meet the front-of-house needs for all live theatre performances and events.

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

- Coordinate and execute the front-of-house volunteer and staff effort to welcome, seat, assist, and support audiences throughout their live theatre experience.
- Maintain professional and effective communication with stage management and the front line to ensure performances commence promptly as scheduled, and audience safety is maintained at all times.
- Provide visibility at all times, serving as the theatre's primary point person to address any concerns, problems, or issues that may be experienced by audiences during their time at the theatre.
- Establish positive and nurturing relationships with theatre volunteers and ushers, providing continuous training, feedback, scheduling, and communication for a fulfilling and enjoyable experience.
- Administer 50/50 raffle sales, merchandise, and other fun initiatives designed to enhance the live theatre experience.
- Maintain service standards throughout areas frequented by the general public, including the auditorium and washrooms.

- Execute customer service policies and emergency procedures as required, in compliance with established theatre protocol.

### **REQUIRED SKILLS & QUALIFICATIONS**

- Enthusiasm for, and appreciation of, live theatre and the many people accessing the venue on a daily basis.
- An aptitude to work with, and relate to, a variety of personality types and ages, including seniors, adults, and youth.
- Demonstrated maturity in working with the public, coupled with superior customer service skills. This includes a confident attitude and warm, professional demeanour.
- Previous experience in customer service industry.
- First Aid certification is an asset; Smart Serve certification is an asset.
- The ability to uphold theatre policies.

**TERM:** Seasonal.

This position is available at each of the following venues:

- Huron Country Playhouse, Grand Bend (Full-Time & Seasonal; May 27 to Sept 1)
- King's Wharf Theatre, Penetanguishene (Part-Time & Seasonal; May 27 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:

Ellen Berwick  
Director of Audience Services  
Email: [ellenb@draytonentertainment.com](mailto:ellenb@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.