



### **DRAYTON ENTERTAINMENT 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.

### **DRAYTON ENTERTAINMENT YOUTH ACADEMY MISSION**

The Drayton Entertainment offers arts education through the training hub of its state-of-the-art training facility. Its mission is to provide performing and technical arts training opportunities anchored in the Drayton Entertainment brand of live theatre excellence, facilitated by professional industry mentors. It is committed to generational change and aims to dismantle the financial, cultural and physical barriers that have traditionally existed in arts education.

### **PART TIME FRONT DESK AMBASSADOR, DRAYTON ENTERTAINMENT YOUTH ACADEMY**

Reports to            General Manager, Drayton Entertainment Youth Academy

Function            The part-time Front Desk Ambassador is responsible for overseeing front desk administration and providing support during evening and weekend classes. Key duties include greeting and assisting students, parents, and visitors, handling incoming phone calls and email inquiries, performing tasks such as data entry and record maintenance, assisting with student enrollment processes.

**Duties and responsibilities** shall include but not be limited to:

- Acting as an ambassador for the Drayton Entertainment Youth Academy.
- Establish positive and nurturing relationships with parents and students.
- Responding to incidents and facilitating first aid, when required.
- Assisting with class, camp and workshop enrollment.
- Responding to inquiries from parents, staff, Academy instructors, and the general public through email, phone, and website communication.
- Providing directions to students and parents/guardians during special programming and events.
- Noting absences, contacting parents and/or instructors as applicable.
- Managing inventory and sale of Drayton Entertainment Youth Academy merchandise.

- Assisting with session and camp preparation, including, but not limited to, printing sheet music and scenes, assembling duotangs, formatting program schedules, creating labels and nametags, updating enrollment details, and creating sign-in sheets.
- Assisting with Youth Academy audition administration.
- Completing facility walkthroughs before and after classes, ensuring washrooms and common areas are clean and suitable for public use.
- Following opening and closing procedures, ensuring the building is locked and secured after classes.
- Other related duties as assigned.

#### **Required Skills and Qualifications**

- Strong interpersonal and written/oral communication skills.
- Previous customer service experience, confident attitude, and professional demeanour.
- Knowledge of theatre and the performing arts industry and/or arts education is an asset.
- Valid Standard First Aid Training is an asset.

**Term:** Part-time; start date **September 4, 2024**.

#### **Additional information**

This is an in-person, onsite position based at the Drayton Entertainment Youth Academy in **Waterloo, ON**. Evening and weekend work is required. Hours of work vary, per Academy programming.

***Employment is conditional on providing a negative Vulnerable Sector Check. As such, applicants must be 18 years or older.***

*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 with Cover Letter & CV by **August 2, 2024** to:  
Natasha Hopf  
General Manager, Drayton Entertainment Youth Academy  
Email: [natasha@draytonentertainment.com](mailto:natasha@draytonentertainment.com)

**\*Please reference the job title in your email subject line and cover letter**

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