



10 Algoma Street South  
Thunder Bay ON P7B 3A7  
807.345.5552  
magnustheatre.com

## Office Administrator

### About the Position

Reporting to the executive leadership team and working closely with all members of the organization, the successful candidate will be responsible for Magnus Theatre's Front Office and Box Office management. This position is ideal for a detail oriented individual with the ability to multi-task, customer service experience, a passion for the performing arts, and a knowledge of industry trends and best practices.

### Responsibilities

#### Front Office

- Serve as reception and greet visitors to the organization
- Book travel and accommodations for visiting artists
- Supply ordering and resource management
- Prepare contracts in line with CTA, CAEA and ADC standards
- Keeping up to date with community events in the city
- Sundry duties as requested by Artistic and Executive Directors

#### Box Office

- Maintain and plan performances in Theatre Manager (CRM Database System)
- Troubleshoot issues with Theatre Manager
- Assist patrons via phone, email and in person with ticket purchases
- Maintain a thorough product knowledge to answer inquiries
- Schedule Box Office shifts
- Inventory and sell merchandise
- Process donations and issuing receipts
- Handle cash, debit and credit card payments and maintain a balanced till

### Qualifications

- Office and/or Box Office experience
- Strong interpersonal skills
- Excellent written and verbal communication skills
- Knowledge of the not-for-profit environment and appreciation of the performing arts
- Ability to work within and maintain a highly effective and positive team culture
- Experience working with CRM database systems an asset



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### **Further Information**

This position averages 12-20 hours a week, and the successful candidate will work onsite in Thunder Bay, Ontario to grow Magnus Theatre alongside our vibrant, team-oriented staff. Typical hours will be Monday, Wednesday, and Friday, however occasional evening and weekend work will be required. Position is parental leave cover.

The compensation package includes an hourly rate of \$16.00-\$17.50 which is commensurate with experience.

### **Application Process**

If you feel that you could make a meaningful contribution in this role, please send a cover letter and resume in a single PDF file to [executivedirector@magnustheatre.com](mailto:executivedirector@magnustheatre.com) prior to Monday August 7<sup>th</sup>, 2023.

Magnus Theatre is committed to equity, accessibility, and creating a safe and healthy workplace. If you require any accommodations during the recruitment process, please let us know alongside submission of your application.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

### **About Magnus Theatre**

Founded in 1971, Magnus Theatre is Northwestern Ontario's only professional theatre, a not-for-profit registered charity, and a full member of the Professional Association of Canadian Theatres (PACT). For over half a century, the theatre's well-crafted productions have earned it a reputation as a leading arts organization in the region and beyond. Magnus Theatre produces seven Mainstage productions annually and a full array of Theatre in Education programs, serving over 40,000 individuals throughout Northwestern Ontario each year. For more information, please visit [magnustheatre.com](http://magnustheatre.com).