

Patron Services Manager

About the Position Reporting to Executive and Artistic leadership, the successful candidate will be responsible for ensuring an excellent patron experience through managing and overseeing Magnus Theatre's patron services. The Patron Services Manager will represent Magnus Theatre in a professional manner and is an ideal role for an independent individual with good problem solving, strategic thinking, and events management skills.

Responsibilities

- Plan and deliver front of house support for internal and rental events, including staff and volunteers
- Work in collaboration with all departments to ensure overall success of performances and events
- Act as manager on duty for performances and events and effectively lead the Patron Services team in a multi-venue environment
 - Brief volunteers and staff regarding their roles for a performance or event
 - Maintain readiness standards to ensure front of house is clean and ready for guests
 - Communicate performance-specific information
 - Monitor and assure smooth lobby traffic and seating of patrons
 - Address patron and usher issues
 - Prepare end of night house reports
 - Address any emergency situations which may arise
- Establish front of house standards and operations, and lead volunteer and event staff training on basic roles and responsibilities, safety and evacuation procedures, industry practices and venue operating policies.
- Respond to patron requests and/or grievances; develop effective communication to resolve issues and inquiries
- Liaise with external rental clients, vendors, and stakeholders
- Work with Director of Development to create unique opportunities to recognize Magnus Theatre donors and sponsors
- Abide by all company rules, policies, and bylaws which may from time to time be posted by Magnus Theatre
- Other duties as assigned by Magnus Theatre Management

Qualifications

- Strong time management, organization, and written and verbal communication skills
- Ability to work in a fast-paced environment, and to handle multiple priorities in high stress situations
- Desire to work within and maintain a highly effective and positive team culture
- Generate creative ideas and solutions
- Good coaching and conflict resolution skills
- Smart Serve and First Air & CPR Certifications an asset

Further Information

The successful candidate will work onsite in Thunder Bay, Ontario to grow Magnus Theatre alongside our vibrant, team-oriented staff. This position requires a flexible schedule, with the ability to work primarily on evenings and weekends. While hours will fluctuate with performance needs, there is a guaranteed minimum of 12 hours per week, with a maximum of 40 hours per week dependent on event and performance requirements.

The compensation package includes a wage of \$18.00-19.00 per hour.

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 prior to Friday June 21st.

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.