

## JOB POSTING

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**Job Title:** Box Office and Front of House Supervisor

**Location:** The Orange Hub Theatres, 10045 156 St NW, Edmonton, AB T5P 2P7

### **About Grindstone Theatre:**

Founded in 2011 Grindstone Theatre is a dynamic and innovative non-profit arts organization dedicated to producing high-quality theatrical productions that entertain, inspire, and engage audiences. With a focus on emerging artists, improv and musical comedy, we strive to advance arts and culture in Edmonton through all our artistic endeavors.

### **About The Orange HUB Theatres:**

The Orange Hub is a dynamic arts and cultural center committed to providing a platform for local artists and fostering community engagement through a diverse range of performances, events, and workshops. As a hub for creativity and innovation, we strive to create inclusive and accessible experiences that inspire and connect audiences of all backgrounds.

### **Job Description:**

We are seeking a detail-oriented and customer-focused Box Office and Front of House Supervisor to oversee the day-to-day operations of the box office at The Orange Hub Theatres. The Box Office Supervisor will play a crucial role in ensuring the efficient and effective sale of tickets, providing exceptional customer service to patrons, managing box office staff, and will be the primary team member responsible for providing FOH support for all performances and events.

## **Roles and Responsibilities**

### **Ticket Sales Management:**

- Be the lead FOH member, present for each event or scheduling an alternative supervisor.
- Work with the Operations Manager to open the new venue, responsible for setting up the work space and developing operational procedures.
- Supervise box office staff in processing ticket sales, exchanges, and refunds accurately and efficiently, ensuring adherence to organizational policies and procedures.
- Monitor ticket inventory levels and availability for all performances and events, adjusting pricing and seating assignments as necessary to maximize revenue and optimize patron satisfaction.
- Coordinate with production teams and event organizers to ensure that ticketing needs and requirements are met, including special seating arrangements, group bookings, and accessible seating options.

### **Customer Service Excellence:**

- Train box office staff on customer service best practices, including how to greet patrons, answer inquiries, and resolve issues or complaints in a professional and courteous manner.
- Serve as a point of contact for patrons, providing information about performances, venue amenities, and accessibility services, and addressing any concerns or feedback in a timely and effective manner.
- Monitor patron feedback and satisfaction levels, implementing strategies to enhance the overall customer experience and improve service delivery.

### **Staff Management and Training:**

- Recruit, hire, and train box office staff, ensuring that they are properly trained on box office procedures, ticketing systems, and customer service standards.
- Schedule box office staff effectively to ensure adequate coverage for all performances and events, adjusting staffing levels as needed based on attendance projections and workload demands.

- Provide ongoing coaching, feedback, and performance evaluations to box office staff, recognizing achievements and addressing any performance issues or areas for improvement.
- Recruit and foster a team of volunteer ushers as alternative staffing.

### **Financial Reporting and Reconciliation:**

- Oversee the daily reconciliation of ticket sales, cash receipts, and credit card transactions, ensuring accuracy and completeness of financial records.
- Prepare daily, weekly, and monthly reports on ticket sales, revenue projections, and attendance trends, analyzing data to identify opportunities for revenue growth and cost savings.
- Assist with the preparation of annual budget forecasts and revenue projections for the box office department, collaborating with finance and accounting teams as needed.

### **Qualifications:**

- Bachelor's degree in Business Administration, Hospitality Management, or related field (preferred).
- Minimum of 2-3 years of experience in box office operations, ticketing, or customer service, with at least 1 year in a supervisory or leadership role.
- Strong leadership and communication skills, with the ability to motivate and inspire a team of diverse individuals to achieve common goals.
- Proficiency in ticketing software systems, such as Ticketmaster, Tessitura, or PatronManager, with the ability to troubleshoot technical issues and train others on system functionality.
- Excellent organizational and problem-solving abilities, with a keen attention to detail and the ability to manage multiple tasks and priorities in a fast-paced environment.
- Commitment to providing outstanding customer service and creating positive experiences for patrons, with a passion for the arts and a dedication to promoting accessibility and inclusion.

### **How to Apply:**

Please submit your resume and cover letter outlining your relevant experience and qualifications to [tlocke@grindstonetheatre.ca](mailto:tlocke@grindstonetheatre.ca) with the subject line "Box Office & FOH Supervisor Application - [Your Name]". In your cover letter, please include why you are

interested in joining The Orange Hub Theatres and how your experience aligns with the responsibilities of the role.

Grindstone Theatre Society is an equal opportunity employer and welcomes applications from individuals of all backgrounds and experiences. We thank all applicants for their interest, but only those selected for an interview will be contacted.

## POSITION DETAILS

### Schedule/Wage:

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- \$20/hour
- Available for evenings and weekends, hours dependent on theatre bookings.