

JOB POSTING - 7/3/2024

Bookings and Operations Manager

About Us:

Grindstone Theatre Society is a non-profit organization dedicated to advancing arts and culture. Founded in 2011 Grindstone Theatre has become a cornerstone of the Improv, Theatre, Comedy and Music scene in Edmonton. With multiple performance venues including the Grindstone Comedy Theatre, The Orange Hub Theatres, and our Fringe "Bring Your Own Venues," we offer a diverse range of venues and programming to engage audiences and support local and national artists, arts producers and community groups.

Mission:

Grindstone Theatre Society is committed to creating professional opportunities for local emerging performing artists. We believe that Edmonton has an overflow of talent that deserves to be nurtured and showcased. We serve to advance a diverse community of arts and culture through theatre, comedy, music and art.

Job Description:

We are seeking a dynamic and experienced Bookings and Operations Manager to oversee all bookings and operational aspects of Grindstone Theatre's venues. Reporting to the Artistic and Executive Director, the Bookings and Operations Manager will be responsible for managing venue rentals, coordinating event logistics, and ensuring the smooth operation of our theatres. This role will also oversee budgeting, venue sponsorship, reporting, booking contracts, marketing, and ticketing, as well as hiring and managing staff.

Responsibilities:

1. Booking Management:

- Serve as the primary point of contact for all venue rental inquiries, negotiating rental agreements, preparing contracts, and overseeing the booking process from start to finish.

- Maintain an up-to-date booking calendar for all Grindstone Theatre venues, ensuring efficient use of space and resources. Share the calendars with the necessary stakeholders.
- Develop and maintain relationships with clients, event organizers, and artists to encourage repeat bookings and foster positive partnerships.

2.A. Comedy Theatre Venue Operations:

- Oversee operational aspects of Comedy Theatre venue, including scheduling staff (TD/Head Technician and Box Office/FOH staff). Work with the General Manager who will coordinate Bistro staff and handle facility repairs and maintenance.
- Develop and implement operational policies and procedures to streamline venue operations and improve efficiency.

2.B. Orange Hub Venues

- Work with the AD to develop the Orange Hub Business Plan, Policies and Procedures.
- Review the management contract with the City of Edmonton for the Orange Hub Theatres. Ensure compliance and report to the City of Edmonton as required for the Orange Hub Theatres management contract.
- Conduct interviews with the AD and hire related staff for the Orange Hub Venues
- Work closely with the Technical Director and Front of House Services Manager to coordinate technical requirements, staffing needs, and venue setup for events.

2.C. Grindstone Managed “Bring Your Own Venues” as part of The Edmonton International Fringe Theatre Festival

- Produce and manage the Grindstone BYOV's as part of The Edmonton International Fringe Theatre Festival
- Use the same processes of soliciting applications from renters
- Manage venue rental contracts with external venues (ex. Luther Center, Mile Zero Dance, etc)
- Create a google form to collect applicant information once dates are announced for the festival
- Ensure the application is marketed across Grindstone channels and Theatre networks
- Update the website with Fringe BYOV deadlines and relevant venue information

- Select shows for each venue and send offers, contracts and invoices. Have the shows approved by the AD.
- Liaise with Fringe proper on the amount of venues running and shows accepted
- Create show schedules for each venue. Ensure the schedule works with the Artists and submit the final show schedule to Fringe Proper, then upload all show times into Eventotron
- Schedule Technicians and FOH managers for the duration of the festival
- Instruct FOH managers to work with Volunteers for ticket scanning and line management
- Work with the Festival TD to collect all technical needs from BYOV Producers
- Work with the Festival TD to ensure all venues are properly outfitted with lighting/sound equipment, chairs, signage etc.
- Work with the Festival TD to ensure all City of Edmonton checklist requirements needed for Road closure are completed, monitor the BYOV build budget and reconcile expenses with the TD, approve the set up/strike schedule proposed by the TD
- Hire any additional FOH staff or Volunteer Coordinator to ensure FOH Volunteers are scheduled for each Fringe show to scan tickets
- Manage venue sponsorship for the Festival
- Work with graphic designers to create site signage (show schedule boards) and directional signage

3. Financial Management:

- Develop and manage venue budgets, tracking revenue and expenses, and preparing financial reports for management and stakeholders.
- Monitor ticket sales, rental revenue, and other sources of income, identifying opportunities to maximize revenue and minimize expenses.
- Coordinate with the AD, General Manager and Bookkeeper to ensure compliance with financial policies and procedures.

4. Marketing:

- Collaborate with marketing staff to develop marketing strategies and promotional campaigns to increase venue visibility, increase bookings and promote what is happening at each theatre venue from a venue perspective.

- Maintain current information online regarding the venue throughout the Grindstone Website and associated channels
- Coordinate with the City for any signage needs

5. Ticketing and Box Office:

- Oversee ticketing operations, including coordinating ticketing information with renters, putting tickets up for sale through Showpass and the Grindstone website, managing ticket inventory, and coordinating with box office staff to ensure smooth ticket sales and distribution.
- Prepare ticket settlement reports and provide to producers/renters
- Coordinate the same ticketing process for internally produced Grindstone productions.

5. Staff Management:

- Hire, train, and supervise the Technical Director and Front of House Services Manager and grow the staffing team as necessary providing leadership, guidance, and support to ensure the successful operation of the theatre venues.
- Conduct performance evaluations, provide ongoing feedback, and address any performance issues or concerns in a timely and constructive manner.

Qualifications:

- Bachelor's degree in Arts Administration, Business Management, or related field (preferred).
- Minimum of 5 years of experience in venue management, event planning, or related field, with a demonstrated track record of success in managing theatre operations and bookings.
- Strong leadership and management skills, with the ability to effectively lead and motivate a team of staff and volunteers.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with clients, colleagues, and stakeholders.

- Proficiency in budgeting, financial management, and reporting, with the ability to analyze financial data and make data-driven decisions.
- Knowledge of marketing principles and strategies, with experience developing and implementing marketing campaigns to promote events and drive ticket sales.
- Familiarity with ticketing systems, event management software, and other tools used in theatre operations (preferred).
- Commitment to the mission and values of Grindstone Theatre Society and a passion for supporting the arts and cultural community.

Position Details:

-40 hours/week

-Job start date: July 29th 2024

-\$43,000 - \$52,000 / year depending on qualifications and experience

-benefits available after 6 months

How to Apply:

Please submit your resume and cover letter outlining your relevant experience and qualifications to bmartin@grindstonetheatre.ca with the subject line "Bookings and Operations Manager Application - [Your Name]". In your cover letter, please include why you are interested in joining Grindstone Theatre Society 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.