

Bookings and Ticketing Manager, Orange Hub Theatres

About Us:

Grindstone Theatre Society is a non-profit organization dedicated to fostering creativity, community, and artistic excellence through live performance, education, and collaboration. With multiple theatre venues including the Grindstone Comedy Theatre, The Orange Hub Theatres, and our Fringe "Bring Your Own Venues," we offer a diverse range of programming to engage audiences and support local artists.

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 the Orange Hub Theatres. 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.

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 Orange Hub Theatres, 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.
- Work with the Director of Programming and Events, Bookings Associate and Grindstone Arts Presenting team to coordinate all bookings of the Orange Hub Theatres.

2. Orange Hub Venues

- Work with the Artistic Director and the Programming and Events Director to continue 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.
- Review the Grindstone RFP to understand the proposed vision of the project and relationship with the city.
- Work closely with the Technical Director and Front of House Services Manager to coordinate technical requirements, staffing needs, and venue setup for events.

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
- Manage booking and ticketing areas of the website relevant to the department keeping things up to date and current.

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.

Qualifications:

- Bachelor's degree in Arts Administration, Business Management, or related field (preferred).
- Minimum of 3 years of experience in venue management, arts administration, box office and ticketing, 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 small 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.

How to Apply:

Please submit your resume, cover letter to jmartin@grindstonetheatre.ca with the subject line "Bookings and Ticketing Manager - Orange Hub - [Your Name]". In your cover letter, please include why you are interested in joining Grindstone Theatre and how your experience aligns with the responsibilities of the role.

Grindstone Theatre 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:

- \$20/hour
- 40 hours per week
- Estimated hours - (10-6pm Monday to Friday)

NOTE: This role will have the opportunity to grow both in hours and wage depending on the growth of the department and reaching targeted goals.