

# TOWNSHIP OF NORTH HURON

## POSITION PROFILE

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**Position Title:** Theatre House Manager

**Department:** Office of the CAO

**Report to Title:** Community Engagement Coordinator

**Revised:** October 2025

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Position status:	<b>Volunteer</b>
Normal hours per week:	<b>Up to 20 hours</b>
Location:	<b>Town Hall Theatre</b>

### A – POSITION DESCRIPTION

#### 1. **Scope of Position:**

Reporting to the Community Engagement Coordinator, the Theatre Manager is responsible for the opening and closing of the Wingham Town Hall Theatre, as well as the operations during a determined booking. The role ensures the smooth and safe functioning of theatre activities, providing excellent customer service and operational oversight.

#### 2. **Key Responsibilities**

- Manage Volunteer Ushers/Greeters to ensure welcoming and efficient patron experience.
- Manage Bartenders and oversee beverage service during events
- Oversee operations during a booking, including:
  - Execute opening procedures to prepare the theatre for patrons.
  - Manage cleaning of bathrooms and theatre spaces before and after events
  - Manage staff and volunteers to start rentals in a timely manner.
  - Greet and assist bus and tour groups with parking.
  - Turn the show over to the running crew efficiently to ensure a timely start.
  - Oversee emergency responses for patrons to maintain safety.
  - Responsible for evacuation protocol for patrons
  - Deposit all cash from Front of House sales securely and accurately.
  - Execute closing procedures to secure the theater post-event.

- Be fully informed and proactive in the marketing of future bookings to support theatre utilization.
- Ensure that members of the public are greeted in a welcoming, courteous, and helpful manner to foster a positive community environment.
- Be proactive on the theatre's behalf in customer care, public safety, and comfort to enhance patron experience.
- Other duties as directed to support theatre operations and community engagement.

### **3. Job Requirements**

- Valid First Aid, CPR C certification
- Valid Smart Serve certification
- Exemplary customer service skills with the ability to handle diverse situations professionally.
- Must be available to work days, evenings and weekends as needed to accommodate theatre bookings.

### **4. Skills**

- Ability to adapt to the daily challenges associated with a busy work environment.
- Exceptional team player who is also able to work independently with minimal supervision.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise, and firmness. Or effective communication skills to deal diplomatically with a wide variety of personalities and situations requiring tact, friendliness, poise and firmness.
- Establish and maintain effective work relationships with those contacted in the performance of required duties, such as staff, volunteers, patrons and community members.
- Maintain a professional, neat, and well-groomed appearance, adhering to uniform requirements.

### **5. Decision-Making Authority and Judgement Used**

- Make operational decisions during events regarding safety, customer service and logistical adjustments.
- Determine staffing and volunteer needs during events to ensure smooth operations.
- Approve cash deposits and manage financial transactions within set guidelines.
- Evaluate customer complaints or concerns and determine appropriate responses that align with customer service standards and safety policies.
- Use sound judgement to balance operational efficiency with safety and community engagement priorities, ensuring the theatre's reputation is maintained and community needs are met.

### **6. Problem-Solving Responsibility**

- Handle unforeseen issues such as technical difficulties, patron concerns, or safety incidents promptly and effectively.
- Adjust operational procedures as needed to accommodate last-minute booking changes or emergencies.

- Adjust staffing levels or volunteer assignments as needed during events to address unforeseen circumstances or staffing shortages.
- Resolve conflicts or behavioral issues among patrons or staff in a professional, tactful manner, ensuring a safe and welcoming environment.
- Collaborate with the Community Engagement Coordinator to resolve scheduling or booking conflicts.

## **7. Working Conditions**

- Varied – indoor with some outdoor environments.
- Must be able to take many flights of stairs per shift.
- Must be able to lift up to 30lbs as required for supplies and equipment.
- The role requires bending, stretching, and long periods of standing during events and setup/cleanup.