

JOS POSTING: Operations and Audience Relations Manager

About Festival Antigonish Summer Theatre (FAST) and Theatre Antigonish (TA)

Located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people our theatre is on the beautiful campus of St. Francis Xavier University in Antigonish Nova Scotia, Festival Antigonish Summer Theatre is a professional theatre company established in 1987 and Theatre Antigonish is a non-profit community theatre operating under the supervision of professional staff that has been thriving with community support since 1974. We are a registered charity and are supported by the federal, provincial, and local governments

Festival Antigonish Summer Theatre is committed to developing the considerable theatrical talents of Nova Scotians and each year we bring together some of the best writers, actors, and directors to produce a Main Stage Series, Theatre for Young Audiences, and other special presentations. Our mandate is to build community through the creation and presentation of timely, professional theatre that engages, awakens, and resonates with our audiences in Antigonish and the surrounding rural communities.

Theatre Antigonish productions typically occur during the fall and spring terms and feature university and high school students and residents of the local community. The aim of TA is to involve faculty, students, staff, and residents of the area in a variety of productions during the winter months, either as participants or as members of the audience. Volunteers of all ages are encouraged to participate and help maintain the theatre as a vibrant part of our community. Theatre Antigonish volunteers work alongside theatre professionals, acquiring skills that enrich their lives.

FAST and TA are equal opportunity employers. Inclusion is a priority in every aspect of our work - from our leadership to our artistic vision, to hiring, to community engagement. We believe that diversity creates a more vibrant and innovative community. We welcome diverse cultural, gender, racial, and sexual identities, we embrace diverse abilities, and we encourage people from all backgrounds to apply. We strongly encourage applications from BIPOC, LGBTQ+, and other communities facing systemic marginalization, and welcome members of those communities to self-identify as they feel comfortable.

We are committed to a safe and healthy workplace. As of this time, all staff and artists working in the company are required to be fully vaccinated against COVID-19.

About the Position

Reporting to the Managing Director, the Operations and Audience Relations Manager works as a collaborative member of the leadership team to support all departments and to ensure strong administration, financial control, organizational communications, brand awareness and engagement.

This is a permanent, full-time position based at the Bauer Theatre at StFX University. General working hours are 8:30 am – 3:30 pm Monday to Friday with some flexibility. Occasional evenings and weekends are required, especially during the summer months.

Job Type: Full time averaging 40 hours per week
Salary: \$39,000 - \$43,000 commensurate with experience

Benefits:

- Health and pension plan
- Fun, fast-paced non-profit experience
- Flexible work schedule

Select Responsibilities

- Maintain regular business hours for the theatre and be the first point of contact for all patrons. This includes greeting and assisting theatre guests for in-person sales and managing all public communication channels.
- Box Office and Front of House coordination including training and supervising Box Office staff and maintaining detailed Box Office sales and records.
- Act as point of contact with ticketing software provider, create events for public sale through the ticketing website, and resolve any conflicts or technical difficulties.
- Provide administrative support to the management team.
- Financial administration such as daily accounting deposits, invoice payments, and other financial processes in partnership with StFX's Business Office and their processes/protocols.
- Design and produce print and digital media and marketing content such as posters, brochures, social media and web content, and large-scale signage with Adobe Creative Suite or other relevant design programs.
- Update and maintain company website and manage internal email system through Google Workspace for Nonprofits, specifically management of custom email domains.
- Manage social media platforms including content creation and scheduling postings, active engagement and response to posts and comments, and maintaining the overall online brand.
- Artistic production support including, but not limited to, supporting seasonal artists through sourcing short-term housing and assistance with audition processes.
- Develop and maintain positive community relationships through attending community events such as Farmer's Markets or other arts-related events.
- Write and edit communications including advertising copy, press and media releases, grant applications, and donation receipts.
- Support all on-going theatre events and complete other duties as assigned.

This is not a comprehensive list of tasks, and other duties may be required within the scope of the Operations and Audience Relations Manager role.

Education and qualifications:

- Bachelor's degree

Experience:

- A minimum of three years working in a communications, public relations, and administration role, preferably for an arts organization.
- A minimum of one to three years managing a team.
- Experience with graphic design across multiple mediums supported by an educational background or demonstration with a supporting portfolio.

Required Skills

- A familiarity with basic accounting standards.
- The ability to work independently and as part of a strong collaborative team.
- Excellent written and verbal communication skills.
- A positive attitude and a supportive, team-based approach towards the attainment of Festival Antigonish and Theatre Antigonish's short- and long-term goals.
- Strong organizational and multitasking skills.
- Graphic design background and experience with a keen eye for detail.
- Practical knowledge of marketing strategies including content creation, social media, digital marketing, and media relations.
- Familiarity with website design or a willingness to learn.
- Knowledge of POS/debit machines and front-line sales.
- Strong computer literacy, especially with the entire Microsoft 365 Suite, Adobe Creative Suite, and most major social media platforms.
- Active commitment to Inclusion, Diversity, Equity, and Accessibility (IDEA)

How to apply:

Please submit a cover letter and resume to the attention of the Managing Director at pmckenna@stfx.ca, no later than **Friday June 23, 2023**. We thank all interested applicants, but only those chosen for an interview will be contacted. Please note that applications will be reviewed as they are received.

Anticipated start date for this position is mid-July 2023.