



## **THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON**

### **HOUSE MANAGER COMMUNITY SERVICES – GRAND FERGUS THEATRE TEMPORARY, PART TIME (1 VACANCY)**

The Township of Centre Wellington is a thriving, fast-growing community of approximately 35,000 residents, uniquely blending the charm of rural living with the conveniences of nearby urban centres like Guelph and Kitchener-Waterloo. Surrounded by stunning natural landscapes and known for its vibrant arts and festival scene, historic character, and year-round recreational opportunities, our community offers an exceptional quality of life for residents and visitors alike.

The House Manager is responsible for delivering excellent patron services, and for meeting the customer service needs of each and every member of the audience. Working in tandem with the Stage Manager/Event Technician, the House Manager ensures that all shows run smoothly, the creative process onstage is allowed to unfold as intended and ensure the safety and security of everyone in the building. House Managers are also trained as Customer Service Associates, and available for shifts at the Fergus Grand Theatre and Elora Information Centre. In their roles as Customer Service Representatives, House Managers are responsible for providing front desk reception, program registration, ticket sales, and information services as well as administrative and operational support, as assigned.

#### **Main Duties and Responsibilities**

##### **House Management**

- Arrive one hour, 15 minutes prior to curtain.
- Upon arrival, perform pre-show checks and other tasks to prepare the theatre for the public, including usher training and review, as needed.
- At 30 minutes prior to curtain, open auditorium, welcome patrons, and run show in accordance with Fergus Grand Theatre policies and procedures, continuing work until the show is over and all patrons and volunteers have left the building.
- Completes marketing tasks related to the Fergus Grand Theatre presenting series, as delegated by the Theatre Coordinator and/or Customer Service Associate, including but not limited to artist and niche marketing research, seeking out and submitting show information to online listing services and databases, organizing poster/flyer distribution, and other marketing activities as assigned.

##### **Volunteer Coordination**

- Recruit volunteers for upcoming events, using the theatre's volunteer management website (signup.com), supplementing the online call with telephone calls to individual volunteers to ensure a full crew is on hand for all shows.
- Maintain the theatre's volunteer database, ensuring it is complete, accurate, and that any outstanding information or forms from volunteers have been received. This includes scanning paper records for online storage and periodically reviewing the database to remove inactive volunteers.
- Design, develop, and implement a program for the recruitment and training of new volunteers.
- Serve as the main point of contact between the theatre and its volunteers.

## **Walk-in/Intermission Box Office Services**

- Sell tickets to walk-in and phone-in patrons using the theatre's TixHub box office software, whilst providing excellent customer service to everyone who comes into the theatre, whether they are there to see the show or not. This position can be expected to sell tickets prior to the show on a regular basis, and to sell tickets during the show or at intermission on an occasional basis.

## **Marketing Support**

- Assists in the development and execution of marketing plans for the FGT presenting series, and/or events related to action items within the FGT Operations and Community Impact Report, and other marketing activities as assigned.

## **Database Management Support**

- Updates and maintains patron database in TixHub, performs bi-monthly exports of new patrons to Constant Contact, removes bounces and unsubscribes from Constant Contact database.
- Tracks and maintains client contacts in Constant Contact, verifies and documents CASL compliance, removes bounces and unsubscribes from Constant Contact database, encourages non-verified clients to opt-in to eNewsletter mailings.

## **Customer Service**

- Provides operational, administrative, and customer service support at the Fergus Grand Theatre, including all outlined tasks, special projects, and other duties as assigned.
- Serves as a Tourism Ambassador at the Elora Information Centre, performing location-specific duties, special projects, and other responsibilities as assigned.
- Provide front desk reception, registration, and information services to ensure public access to programs and facilities at other Township facilities as required to ensure seamless service delivery.

## **Minimum Qualifications and Requirements**

- High School Diploma, or equivalent.
- Possess or be willing to obtain valid certification in First Aid/AED, WHIMIS, and any other Health and Safety training as required.
- One (1) to three (3) years' experience working or volunteering in the performing arts, either as a House Manager, box office or other front-of-house staff, or related experience in arts administration, event planning, and/or theatrical production.
- Possess, or be willing to learn, the specific policies and procedures required to House Manage shows at the Fergus Grand Theatre.
- Ability to quickly adapt to changing conditions and respond accordingly.
- Sensitive to the creative process, and to the needs of a wide variety of patron types, is essential.
- Possess excellent communication, organizational, interpersonal, and customer-service skills.
- Adaptable to support Customer Service operations at multiple Township sites, offering coverage during staff absences as required.
- Have or be able to quickly develop broad-based knowledge of software including Microsoft Office, Adobe Creative Suite, and TixHub box office software.
- Evening and weekend availability is required, with some availability through the week, depending on theatre rentals and customer service desk requirements.

**Work Location:** Fergus Grand Theatre (244 St Andrew St W, Fergus)

**Hourly Wage:** \$23.67 (2026 Rate)

**How to Apply:** Interested applicants are requested to submit a **single document** that includes their resume (required) and optional cover letter in MS Word or PDF format by email to

[careers@centrewellington.ca](mailto:careers@centrewellington.ca) by **June 24, at 11:59 p.m.** Please quote job posting '2026-43' in the subject line.

The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. We thank all those that apply; however, only those candidates selected for an interview will be contacted.  
**No phone calls please.**

*Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. The Township of Centre Wellington is committed to an inclusive, barrier-free recruitment process. If you require accommodation at any stage, please contact us at [hr@centrewellington.ca](mailto:hr@centrewellington.ca)*

*The lands we know today as the Township of Centre Wellington have been home to Indigenous peoples since time immemorial. We acknowledge that we are on the treaty lands and traditional territory of the Anishinaabe and the Haudenosaunee ([read more](#)).*