

# ALBERTA THEATRE PROJECTS

## JOB POSTING — VOLUNTEER COORDINATOR

**Alberta Theatre Projects (ATP)** is in its 50<sup>th</sup> season (2024-25) of producing live, professional, contemporary theatre in Calgary. ATP is a not-for-profit organization known for supporting new play development.

At Alberta Theatre Projects, we create world-class contemporary theatre that blurs the line between the audience and the artist, by telling the most provocative and engaging stories of our time. By embracing the intimacy and unique audience configuration opportunities of the Martha Cohen Theatre, we offer an exciting new experience for our audience with each production.

### ABOUT THE POSITION

Reporting to Manager, Sales & Marketing, this position leads volunteers in collaboration with Arts Commons Front of House Managers for events and performances by Alberta Theatre Projects within the Martha Cohen Theatre Lobby.

This position supervises up to 10 volunteers per shift and is responsible for augmenting ATP's patron experience at the in-person portion of the customer journey. This role works closely with counterparts across the organization to ensure that the front of house is an exceptional point of contact as the audience enjoys their theatre experience. This position is also responsible for augmenting the volunteer experience at ATP, and ensuring retention of volunteers.

This is an hourly casual, seasonal role (with the possibility of becoming permanent) that leads all front of house volunteers. We anticipate approximately 680 hours over the season, with full weeks during productions (**Oct 15-Nov 10, Nov 26-Dec 29, Feb 25-Mar 18, Apr 22-May 11**). This role is anticipated to start on October 7, 2024 and will average around 20 hours per week over the season.

### RESPONSIBILITIES

- Supervision, coaching, and on-site oversight of volunteers
- Scheduling and managing volunteers
- Providing superior customer service to Alberta Theatre Projects patrons
- On site troubleshooting, problem solving and general management (including acting as escalation point)
- Representing Alberta Theatre Projects on site by coordinating and organizing patron events and promoting upcoming events and fundraisers
- Ensuring smooth theatre and lobby function during performances and events
- Other duties as assigned

### JOB REQUIREMENTS

# ALBERTA THEATRE PROJECTS

- Front of House experience an asset, working in a customer facing position and collaborating with multiple managers
- A minimum of 2 years of leadership experience, effectively managing people (in this case, volunteers) in a customer service setting.
  - Working as a Customer Service Supervisor, Guest Services Lead/Supervisor, Volunteer Supervisor, Senior Coordinator or a similar position (we are open to candidate backgrounds)
- Ability to problem solve and find solutions, working independently (self-directed)
- A passion for and knowledge of theatre, arts, and culture
- First Aid certification required or successfully completing first aid certification with 1 month of employment.

This position requires a flexible work schedule due to operational needs of Alberta Theatre Projects and events taking place in the Martha Cohen Theatre, including frequent **evening, weekend, and holiday work**.

## WHAT WE CAN OFFER

This casual role is part of the Sales & Marketing Department. Payment range for this role is between \$22-25/hour. Alberta Theatre Projects is dedicated to becoming an employer of choice and providing a welcoming team environment.

## DIVERSITY, EQUITY AND INCLUSION

Our commitment to DE&I is woven into our belief that our organization is strongest when we embrace our communities' lived experiences, regardless of what we look like, where we come from, or whom we love. That means building a more equitable, inclusive workplace and promoting daily actions that reinforce our DE&I commitment to the audiences we serve.

## APPLICATION PROCESS

Alberta Theatre Projects is committed to reflecting the diversity of our community. We believe in equality and inclusion and strongly encourage submissions from all qualified individuals regardless of gender, age, race, sexual orientation, and physical ability. We also encourage you to self-identify as you are comfortable in your application. If you require any accommodations during the recruitment process, please let us know in your application.

Apply at: <https://mpeoplesolutions.com/jobs/volunter-coordinator-paid/>

Thank you to all applicants. Only those selected for interviews will be contacted. No phone calls, please. For more information about Alberta Theatre Projects please visit our website: [albertatheatreprojects.com](http://albertatheatreprojects.com)

# ALBERTA THEATRE PROJECTS