



Group Sales Coordinator & Ticketing Sales Agent

Chemainus Theatre Festival

Job Type: Part-Time (September-December), Transitioning to Full-Time January 2027

Hours: See description below

Salary: \$23 per hour + additional company benefits

ABOUT US

The Chemainus Theatre Festival is a not-for-profit professional theatre company located on Vancouver Island. Since opening the doors to its 274 seat venue in 1993, annual attendance has grown to over 40,000 patrons per season. In addition to producing live, professional theatre, the Chemainus Theatre experience also includes the Playbill Dining Room, Fireside Lounge and Gallery Gift Shop.

POSITION OVERVIEW

As the **Group Sales Coordinator & Ticketing Sales Agent**, you will play a key role in supporting attendance by developing and maintaining relationships with group organizers, tour operators, schools, community organizations, seniors' groups, and corporate patrons. You will be responsible for promoting group bookings, coordinating the booking process, and providing exceptional customer service throughout the patron experience.

This hybrid role combines proactive group sales activities with front-line Box Office support, including ticket sales, reservations, reporting, and customer service. You will work closely with the Box Office Manager, Marketing Department, Front of House, Dining Room staff, and community partners to help create memorable experiences for our patrons.

HOURS OF WORK

This position is part of a planned staff transition and includes a phased onboarding period with training, knowledge transfer, and support as you develop into the role before transitioning to full-time hours in January 2027.

Work schedule will include a combination of weekday, evening, and weekend shifts. Specific schedules will be developed in consultation with the successful candidate and may vary based on operational requirements, production schedules, and sales activities.

September to December 2026

- Part-time: approximately 20-28 hours per week
- Typically 3-4 shifts per week

Beginning January 2027

- Full-time: approximately 32-36 hours per week
- Hours will fluctuate based on production schedules, sales activity and operational requirements
- Schedule may include daytime, evening, and weekend work as required
- Occasional attendance at networking events, community outreach activities, and special Theatre events may be required

WHO YOU ARE

You're a friendly, enthusiastic, and highly organized individual who enjoys building relationships and connecting people with the arts.

You are equally comfortable developing new business opportunities, coordinating detailed bookings, and providing exceptional customer service. You enjoy working with a wide variety of people and are confident communicating by phone, email, and in person.

You are highly computer literate and enjoy working with databases, spreadsheets, and digital systems. You take pride in maintaining accurate records, producing reports, and managing detailed information with a high degree of accuracy. Strong organizational skills, attention to detail, and an ability to learn new software quickly are essential to your success in this role.

KEY RESPONSIBILITIES

Group Sales

- Promote and solicit new group business through outbound calls, email campaigns, networking, referrals, and face-to-face appointments.
- Research and pursue new group sales opportunities with tour operators, schools, seniors' organizations, community groups, service clubs, corporate patrons, and tourism partners.
- Build and maintain strong professional relationships with prospective and existing group patrons, encouraging repeat bookings and long-term loyalty.
- Promote theatre subscriptions, dining packages, hotel packages, special events, and fundraising initiatives to group patrons.
- Coordinate group bookings, deposits, invoices, seating arrangements, and special requests.
- Work closely with Front of House, Dining Room, Marketing, and Production departments to ensure a seamless patron experience.
- Represent the Theatre at community events, tourism initiatives, trade shows, and networking opportunities as required.
- Maintain accurate patron records and booking information within the Theatre's CRM and ticketing system (Spektrix).
- Prepare attendance, booking activity, and trend reports as requested.

Ticketing & Sales

- Process reservations and payments for theatre, dining, subscriptions, hotel packages, gift certificates, and other marketed packages using the Theatre's ticketing and customer relationship management (CRM) platform, Spektrix.
- Respond to patron inquiries by phone, email, and in person in a pleasant and informative manner.
- Assist patrons with online ticket purchases and account management.
- Maintain accurate patron records and database information.
- Process and distribute reports as required.
- Support promotional campaigns, fundraising initiatives, and subscription drives.
- Perform cash handling and daily balancing procedures when scheduled.

QUALIFICATIONS & SKILLS

- Exceptional customer service and relationship-building skills.
- Strong verbal and written communication abilities.
- Sales, hospitality, tourism, fundraising, customer service, or account management experience.
- Computer proficiency and confidence working in a digital office environment.
- Strong working knowledge of Microsoft 365 applications, particularly Excel, Word, Outlook, and Teams.
- Experience working with CRM, reservation, or customer database systems an asset.
- Demonstrated ability to enter and maintain electronic data with speed and accuracy.
- Experience maintaining digital records, electronic filing systems, and shared document storage platforms.
- Ability to generate reports, track activity, and maintain accurate records and booking information.
- Excellent organizational and time-management skills.
- Strong attention to detail and accuracy.
- Demonstrated ability to maintain the accuracy and confidentiality of patron and organizational information.
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Ability to learn new software and technology platforms quickly.
- Appreciation for live theatre, tourism, community engagement, and the arts.

COMPANY BENEFITS

Benefits include:

- Complimentary theatre tickets
- Employee discounts in the Playbill Dining Room and Gallery Gift Shop
- Dental & Vision Care
- Extended Health Care (upon transition to full-time status)
- Paid vacation and sick leave
- Professional development & training opportunities
- Staff events and employee appreciation activities

Send us your **resume** along with a **cover letter** telling us about yourself and why this position interests you.

Email: search@chemainustheatre.ca

We thank all applicants for their interest, however only those selected for an interview will be contacted.

The Chemainus Theatre Festival respectfully acknowledges the hul'qumi'num speaking people, in particular the Puneluxutth (Penelakut) Tribe, on whose traditional territory we are thankful to work and play. The CTF is dedicated to building a just, equitable, inclusive, diverse, and accessible workplace and community. We encourage applicants to self-identify if they choose. CTF is committed to a safe and respectful workplace, to reducing barriers, embedding anti-oppression practices, and creating an environment of integrity, respect and cooperation.