



Group Bookings Coordinator & Ticket Agent

Chemainus Theatre Festival

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

Position: Group Bookings Coordinator & Ticket Agent – Box Office

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 is 55,000 patrons per season. In addition to producing live, professional theatre, the Chemainus Theatre experience includes the Playbill Dining Room, Fireside Lounge and Gallery Gift Shop.

POSITION OVERVIEW

As the **Group Bookings Coordinator & Ticket Agent**, you will play a key role in coordinating group visits and supporting attendance through exceptional customer service, relationship management, and administrative coordination. You will be responsible for managing group bookings, maintaining relationships with tour operators, schools, community organizations, seniors' groups, and other group leaders, while providing front-line Box Office support.

This hybrid position combines group booking coordination, customer service, ticket sales, and administrative support. Working closely with the Box Office Manager, Marketing Department, Front of House, Dining Room staff, and community partners, you will help ensure a seamless and memorable experience for group organizers and patrons while contributing to the success of the Theatre's group attendance initiatives.

HOURS OF WORK

This position begins with a part-time onboarding and training period from September to December 2026, transitioning to full-time hours in January 2027. Training and support will be provided.

September to December 2026: Approximately 20-28 hours per week

Beginning January 2027: Approximately 32-36 hours per week

Work schedules will vary based on operational requirements and may include a combination of daytime, evening, and weekend shifts. Occasional attendance at community events and Theatre activities may also 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 thrive in a role that combines customer service, relationship management, and detailed administrative coordination. Confident communicating by phone, email, and in person, you enjoy helping patrons, group organizers, and colleagues alike.

Comfortable managing multiple priorities and detailed bookings, you are dependable, organized, and attentive to detail. You enjoy working with databases, spreadsheets, and digital systems, maintaining accurate records, producing reports, and ensuring information is handled efficiently and confidentially. Strong organizational skills, sound judgement, and the ability to learn new software quickly will help you succeed in this role.

KEY RESPONSIBILITIES

Group Booking Coordination

- Serve as the primary point of contact for group organizers throughout the booking process, ensuring accurate communication between departments.
- Build and maintain relationships with tour operators, schools, seniors' groups, community organizations, and other partners to encourage attendance and repeat bookings.
- Identify new group booking opportunities through community outreach, networking, referrals, and relationship building.
- Coordinate group bookings, deposits, invoices, seating arrangements, and special requests.
- Maintain accurate booking records and activity within the Theatre's CRM and ticketing system (Spektrix).
- Prepare attendance, booking, and activity reports, and represent the Theatre at community and industry events as required.

Ticket Agent

- Provide exceptional customer service to patrons by phone, email, and in person.
- Process reservations, sales, exchanges, payments, and account updates using the Theatre's ticketing and CRM platform (Spektrix).
- Assist patrons with online ticket purchases and account management.
- Maintain accurate patron records and process reports as required.
- Support promotional campaigns, fundraising initiatives, cash handling, and other Box Office operations.

QUALIFICATIONS & SKILLS

- Exceptional customer service, communication, and relationship-building skills.
- Experience in administration, customer service, tourism, hospitality, event coordination, or a related field.

- Strong computer skills, including Microsoft 365 applications (Excel, Word, Outlook, and Teams).
- Experience working with database, CRM or ticketing systems is an asset.
- Demonstrated ability to maintain accurate records, enter data efficiently, and learn new software quickly.
- Excellent organizational, time-management, and multitasking abilities.
- Strong attention to detail and commitment to accuracy and confidentiality.
- Ability to work independently and collaboratively in a fast-paced environment.
- Appreciation for live theatre, 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

HOW TO APPLY

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.