

# VIC JUBA COMMUNITY THEATRE

## Job Description: General Manager

Revised: January 31, 2018

Vic Juba Community Theatre Operations Board will be hereafter referred to as the Board. Vic Juba Community Theatre will be hereafter referred to as the Theatre.

The Board has prescribed the powers and duties of the General Manager as follows:

- 1.0 The General Manager is accountable to the Board for implementing its objectives and management policies and for providing leadership in the Community Theatre.
- 2.0 The General Manager is accountable to the Board for the range and variety of responsibilities, which by virtue of his/her office he/she is expected to assume. The basis of this accountability shall involve specific performance standards and criteria set by the Board and shall include, but not limited to, the following areas of performance:
  - 2.1 The excellence of the Theatre operation.
  - 2.2 The proficiency of personnel.
  - 2.3 The efficiency of the business operation.
  - 2.4 The effectiveness and appropriateness of operational planning.
- 3.0 The General Manager has the following responsibilities in the area of staffing:
  - 3.1 To engage, assign, supervise and dismiss staff within the limitations of Board policy.
  - 3.2 To develop and maintain a relevant well organized training program for Theatre operations personnel.
  - 3.3 To make arrangements for the training of volunteers to operate specific aspects of Theatre operations.
  - 3.4 To promote the development of staff and conduct annual performance evaluations.
- 4.0 The General Manager has the following responsibilities in the area of Board policies:
  - 4.1 To assist the Board in the development of policies, regulations and procedures.
  - 4.2 To maintain the Board's policy and procedure manual and to ensure that all policies of the Board are fully and effectively implemented.
  - 4.3 To devise and implement such rules, regulations and procedures as may be necessary for the equitable implementation of Board policies.

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- 5.0 The General Manager has the following responsibilities with regard to Board meetings:
  - 5.1 In conjunction with the Chairman of the Board, to plan the agenda for Board meetings and to provide in advance of meetings such information as the members may require to deal with Board business with discernment and dispatch.
  - 5.2 To advise the Board of organizational matters.
  - 5.3 To attend all meetings of the Board and its committees except where his/her own position is under review or approval by the Board for his/her absence is granted.
  - 5.4 To ensure that the Board is kept fully informed of all operations of the Theatre and provide such other information and reports as the Board may require.
  - 5.5 To provide a written monthly management report.
  
- 6.0 The General Manager has the following responsibilities in the area of leadership:
  - 6.1 To provide the Board with an annual business plan including financial forecast.
  - 6.2 To research and submit grant applications for performing arts funding.
  
- 7.0 The General Manager has the following responsibilities in the areas of business, facilities and finance:
  - 7.1 To co-ordinate the operation of all departments or areas within the Theatre.
  - 7.2 To provide the Board with an annual operational draft budget and such capital expenditure.
  - 7.3 To provide the Board with annual report of the operation of the Theatre.
  - 7.4 To provide information and reports as requested by the board.
  - 7.5 To supervise accounts payable and receivable on behalf of the Board within the limits of the approved budget. Ensure preparation of accounts payable, accounts receivable and bank balance reports statements for ratification at regular Board meetings.
  - 7.6 To supervise the security of all official and financial records.
  - 7.7 To develop a maintenance program and to ensure the timely provision of appropriate care and maintenance of the Theatre.

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- 8.0 The General Manager has the following responsibilities in the area of public relations:
  - 8.1 To actively participate in the development of a team concept of administration which will facilitate a free flow of communication among personnel and the Board which will encourage others, where feasible, to have input into the total policy formulation and decision-making processes within the Theatre.
  - 8.2 To maintain and promote a close, cordial relationship with the community, the civic offices, educational institutions, personnel and agencies involved with the performing arts.
  - 8.3 To maintain open and reliable channels of communication for the Board to all agencies and groups that may be affected by decisions of the Board and/or the General Manager.
  - 8.4 To actively promote the performing arts.
  
- 9.0 The General Manager shall have general and specific responsibilities with regard to the daily operation of the Theatre. Without being restrictive some of these responsibilities shall include:
  - 9.1 To supervise employees and contract workers to ensure compliance with Board standards.
  - 9.2 To ensure a work schedule (employees and volunteers) is organized for ushering, supervision, concession, lighting, sound and other duties for all Theatre functions as is required for each specific activity.
  - 9.3 To maintain a survey system to provide feedback from every Theatre user.
  - 9.4 To ensure that theatre safety procedures are properly executed.
  - 9.5 To report all accidents, injuries, and safety concerns to the Operations Board.
  
- 10.0 Without restricting the above, the General Manager shall accept responsibility for other reasonable duties, which may be assigned by the Board.

# **VIC JUBA COMMUNITY THEATRE**

## **Job Description: Operations and Promotions Coordinator**

**Revised: January 31, 2018**

Under the direction of the General Manager, the Operations and Promotions Coordinator's duties shall include, but not be limited to, the following:

1. To be responsible for all promotional aspects of the Theatre.
2. To arrange for the design, printing and distribution of posters, programs and brochures for the McDonald Season and other events as required.
3. To organize and facilitate all advertising and social media postings for the McDonald Season and other events as required.
4. To serve as a resource member when requested on Board-appointed committees.
5. To provide all clients with media contacts for advertising and interviews.
6. To keep newspapers, radio, and TV current on all upcoming events.
7. To arrange for media coverage (interviews) of all events, if necessary.
8. To be available for any media coverage on any presentation held at the VJCT
9. To generate PowerPoint presentations for upcoming events.
10. To post photos of events to be used for advertising and social media purposes.
11. To solicit advertising and to co-ordinate artwork for the season brochure, ticket-backs and/or other advertising options.
12. To provide for box office relief when needed.
13. To arrange for hospitality requirements for the McDonald Season as per riders and to co-ordinate hospitality needs.
14. To ensure the Green Room is kept tidy and ready for each client's event.
15. To provide for Front-of-House relief when needed.
16. To assist in purchasing for and operating of Bar and Concession as required.
17. To ensure that theatre safety procedures are properly executed.

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## **Job Description: Operations and Promotions Coordinator**

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18. To report all accidents, injuries, and safety concerns immediately to the General Manager, who in turn will report to the Operations Board.
  
19. To undertake any reasonable tasks as directed by the General Manager.

# VIC JUBA COMMUNITY THEATRE

## Job Description: Technical Director

Revised: January 31, 2018

Under the direction of the General Manager, the Technical Director's duties shall include, but not be limited to, the following:

1. To function as either operator or supervisor for lighting, sound, and/or general technical services defined in the rental agreement and consistent with Board policy for all Theatre productions.
2. To facilitate and execute all technical requirements as needed by the client.
3. To schedule, supervise, or engage crew as necessary for the successful load-in, set-up, performance, strike, and load-out of all Theatre productions.
4. To maintain an official technical equipment list and to ensure safe and organized storage of all Theatre technical equipment.
5. To schedule and oversee all crew as necessary in the proper and effective usage of all Theatre technical equipment, including arranging for the training and evaluation of crew personnel.
6. To maintain house, sound, lighting, and communications systems.
7. To maintain technical workspace areas: organization, cleanliness, and accessibility of all technical inventory.
8. To monitor ongoing repairs as needed.
9. To supervise the tracking of all theatre equipment on an on-going basis. This includes the inventorying and testing all sound equipment, lighting equipment, stage dressings, tools, music equipment, etc. and verifying its working, undamaged condition.
10. To advise the General Manager regarding all equipment repairs, upgrades, or adjustments as necessary, and to arrange for such repairs, upgrades, and adjustments as required in a timely manner, and within the constraints of the budget approved by the Board.
11. To ensure that theatre safety procedures adhere to industry safety standards and to ensure that all personnel whom rent/use the theatre adhere to these procedures.
12. To ensure theatre policies are followed.

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## **Job Description: Technical Director**

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13. To report all accidents, injuries, and safety concerns immediately to the General Manager, who in turn will report to the Operations Board.
14. To generate and compile reports as required.
15. To serve as a resource member when requested on Board-appointed committees.
16. To serve as a member of the Safety Committee.
17. To generate event invoices and to forward to the Accounting & HR Administrator at the end of event day.
18. To undertake any reasonable tasks as directed by the General Manager including general facility maintenance and repair.

# VIC JUBA COMMUNITY THEATRE

## Job Description: House Technician

Revised: January 31, 2018

Under the supervision of the General Manager and the direction of the Technical Director, the House Technician's duties shall include, but not be limited to, the following:

1. To act as lighting or sound operator for events as required.
2. To maintain house, sound, lighting and communications systems.
3. To maintain technical workspace areas: organization, cleanliness, and accessibility of all technical inventory.
4. To monitor ongoing repairs as needed.
5. To track all theatre equipment on an on-going basis. This includes inventorying and testing all sound equipment, lighting equipment, stage dressings, tools, music equipment, etc. and verifying its working, undamaged condition.
6. To maintain miscellaneous stage equipment, including stage deck, masking, projector system, band shell, choral risers, and music equipment.
7. To execute technical requirements for rentals groups.
8. To assist clients with their load-ins and strikes during bookings.
9. To ensure that theatre safety procedures are properly executed.
10. To report all accidents, injuries, and safety concerns immediately to the General Manager, who in turn will report to the Operations Board.
11. To ensure that theatre policies are followed.
12. To serve as a resource member when requested on Board-appointed committees.
13. To generate event invoices when applicable and to forward to Accounting & HR Administrator at the end of event day.
14. To act as technical supervisor for events when the Technical Director is not present.
15. To undertake any reasonable tasks as directed by the General Manager or by the Technical Director including general facility maintenance and repair.



# **VIC JUBA COMMUNITY THEATRE**

## **Job Description: Accounting and HR Administrator**

**Revised: January 31, 2018**

Under the direction of the General Manager, the Accounting & HR Administrator's duties shall include, but not be limited to, the following:

1. To invoice and follow up on Accounts Receivables, including invoicing, tracking receivables, and bank deposits.
2. To process Accounts Payables, including event reconciliation payouts, all theatre purchases, and service sub-contracting.
3. To process payroll, including the generation of paycheques, records of employment, and the production of T-4s and other necessary government forms.
4. To prepare the year end in preparation for the audit.
5. To facilitate petty cash reimbursements and the maintenance of in-house safe cash.
6. To reconcile all accounting reports, including bank reconciliations, merchant accounts, concession sales, and event reconciliations.
7. To generate and archive accounting reports as required by the General Manager and the Treasurer, including monthly and annual data necessary for financial statements.
8. To remit the payroll remittance and the GST remittance as required.
9. To submit monthly TIPS invoice and services rendered to date to TIPS partners.
10. To remit the annual amount owing for Re:Sound.
11. To process wires and drafts for clients.
12. To assist with grant applications and surveys.
13. To maintain a file of employee passwords.
14. To maintain and update the Orientation Manual.
15. To ensure internal cash control principles are followed.

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## **Job Description: Accounting and HR Administrator**

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16. To maintain an archive file of employees.
17. To process incoming mail.
18. To assist with the annual budget.
19. To update the Event Summary and the McDonald Season worksheet on a monthly basis.
20. To prepare and update revenues and expenses for McDonald Series.
21. To prepare new employee offer packages and to facilitate new employee orientation sessions.
22. To schedule employees as necessary for First Aid, Criminal Record Search, ProServe, and WHMIS.
23. To process donations and charitable receipts for the Friends of the Theatre.
24. To serve as a resource member when requested on Board-appointed committees.
25. To attend all Board meeting as a resource.
26. To perform box office ticket sales, general customer service, and to answer phones.
27. To ensure that theatre safety procedures are properly executed.
28. To report all accidents, injuries, and safety concerns immediately to the General Manager, who in turn will report to the Operations Board.
29. To perform general bookkeeping duties.
30. To undertake any reasonable tasks as directed by the General Manager.

# VIC JUBA COMMUNITY THEATRE

## Job Description: Box Office and FOH Coordinator

Revised: January 31, 2018

Under the direction of the General Manager, the Box Office & FOH Administrator's duties shall include, but not be limited to, the following:

1. To book and set up all box office events, including series subscriptions in Theatre Manager.
2. To co-ordinate events with clients including, but not limited to, the following:
  - a. generate rental agreements and ticket schedules
  - b. track deadlines for applications, rental agreements, and contracts
  - c. have the General Manager initial application
  - d. determine a budget for the event for the purpose of determining the event deposit
  - e. complete required contract
  - f. request and track copy of insurance
  - g. set up event in Theatre Manager
  - h. set up Before Event Patron and ensure sales notes are added
  - i. reserve seats as requested
  - j. mark a follow up in calendar for hospitality, handbills, wheelchair seating, attendance, and anything more that may be required
  - k. print test ticket; have client sign off on ticket face
  - l. prepare event report and provide copy to Technical Director
  - m. add any notes to event report for FOH
  - n. set up a schedule of shifts for FOH, Bar & Concession, and volunteers
  - o. request photo and description for event
  - p. book accommodations if required for McDonald Season events
  - q. book Black Box/additional rooms with Lakeland College as requested
  - r. prepare client feedback form for file
3. To manage and reconcile cash balances and end-of-day reports, and to produce all necessary box office reports.
4. To serve as a resource member when requested on Board-appointed committees.
5. To plan volunteer appreciation events.
6. To maintain a file system for all events.
7. To provide box office ticket sales, general customer service, and answering of phones.

# **VIC JUBA COMMUNITY THEATRE**

## **Job Description: Box Office and FOH Coordinator**

**Revised: January 31, 2018**

8. To ensure that theatre safety procedures are properly executed.
9. To report all accidents, injuries, and safety concerns immediately to the General Manager, who in turn will report to the Operations Board.
10. To undertake any reasonable tasks as may be directed by the General Manager.

# **VIC JUBA COMMUNITY THEATRE**

## **Job Description: Box Office Cashier**

**Revised: January 31, 2018**

Under the supervision of the General Manager and the direction of the Box Office & FOH Administrator, the Box Office Cashier's duties shall include, but not be limited to, the following:

1. To provide general customer service including the sale of tickets through the box office.
2. To reconcile cash balances and till summary reports and to produce event reports as requested by the General Manager.
3. To ensure a knowledge of ticket pricing, event information, and the allocation of complimentary tickets.
4. To maintain a working knowledge of the Theatre Manager program.
5. To answer phones and monitor emails.
6. To undertake reasonable clerical tasks as directed by the General Manager or by the Box Office & FOH Administrator.

# VIC JUBA COMMUNITY THEATRE

## Job Description: Front of House Supervisor

Revised: January 31, 2018

Under the direction of the General Manager, the Front of House Supervisor duties shall include, but not be limited to, the following:

1. To confirm all details of the performance from the Event Report as they affect FOH Supervisor and ushers, including:
  - a. Start time, anticipated Intermission time, anticipated end time
  - b. Photography restrictions
  - c. Wheelchair seating
2. To manage merchandise sales and VJCT commissions.
3. To direct volunteer ushers in their duties and responsibilities, including:
  - a. Ensuring name tags are worn
  - b. Assigning ushers to their respective entrances, coat check or merchandise table
  - c. Reviewing the Evacuation Plan and usher responsibilities
  - d. Recording start and finish times for volunteers
  - e. Providing programs or handbills for distribution.
4. To set up and tear down lobby area tables, linens and lights as required.
5. To unlock and lock entrance doors as required.
6. To fill out all pertinent details on the Event report.
7. To circulate throughout the audience chamber, box office and entrances continuously during the pre-show, intermission and post-show.
8. To ensure ticket boxes are in place and that redeemed tickets are counted and placed in an envelope for Box Office & Front of House Administrator.
9. To reserve seating areas as required.
10. To maintain contact with technical staff throughout events, including providing a "5 minutes to doors" check-in and updates on line-ups at entrances or the concession that might affect start times.
11. To ensure that theatre safety procedures adhere to industry safety standards and to ensure that all personnel whom rent/use the theatre adhere to these procedures.

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## **Job Description: Front of House Supervisor**

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12. To ensure theatre policies are followed.
13. To report all accidents, injuries, and safety concerns immediately to the General Manager.
14. To undertake any reasonable tasks as directed by the General Manager.

# **VIC JUBA COMMUNITY THEATRE**

## **Job Description: Bar and Concession Coordinator**

**Revised: January 31, 2018**

Under the direction of the General Manager, the Bar & Concession Coordinator's duties shall include, but not be limited to, the following:

1. To serve as on-site concession coordinator for all events unless otherwise arranged.
2. To ensure appropriate stock levels of concession items are maintained.
3. To order all concession products and supplies, and to pick up if necessary.
4. To forward all receipts of purchases to the Accounting & HR Administrator.
5. To maintain appropriate stock levels in all displays and coolers.
6. To ensure all volunteers are aware of and adhere to Alberta ProServe requirements.
7. To ensure all concession equipment is in good working condition.
8. To ensure menu boards are accurate and up to date.
9. To ensure all bar and concession areas are clean and organized at all times.
10. To train volunteers on cash register operation as required.
11. To ensure concession deposits are carried out according to cash procedures.
12. To ensure that event cash balance, inventory and cash register reports are forwarded to the Accounting & HR Administrator.
13. To undertake any reasonable tasks as directed by the General Manager.



# **VIC JUBA COMMUNITY THEATRE**

## **Job Description: Concession Attendant**

**Revised: January 31, 2018**

Under the supervision of the General Manager and the direction of the Bar & Concession Coordinator, the Concession Attendant's duties shall include, but not be limited to, the following:

1. To serve as on-site concession attendant for events when the Bar & Concession Coordinator is not available.
2. To ensure all concession volunteers are aware of and adhere to Alberta ProServe requirements.
3. To ensure all concession areas are clean at all times during the event.
4. To ensure concession safe deposits are carried out according to cash procedures.
5. To ensure that event cash balance and cash register reports are forwarded to the Accounting & HR Administrator.