



Job Posting: Patron Services Manager

Status:	Permanent full time @ 35 hours/week
Hours of Work:	Office hours with evenings and weekends as required
Compensation:	\$55,000 to \$65,000 commensurate with experience
Benefits:	Extended benefits plan; pension plan; optional partial remote working; paid sick days; three weeks paid leave to start
Department:	Patron Services
Reports to:	General Manager

Driven by a passion for serving its audiences in bold and innovative ways, Gateway Theatre enriches the quality of life in Richmond and surrounding communities by creating outstanding artistic offerings and by serving as a dynamic hub for the performing arts. To achieve our organizational mission and connect with the changing population of Richmond, we employ staff with eclectic and multifaceted expertise.

Gateway Theatre values a positive work life balance and offers an optional partial remote working environment. Paid vacation weeks begin at three and we offer a full extended benefits, pension plan and paid sick days. As a company, we strive to empower, go beyond, and listen.

Position Overview:

Reporting to the General Manager, the Patron Services Manager oversees patron-focused activities including box office and audience services, plus the company's occupational health and safety program.

The successful candidate will have a proven record of understanding ticketing software (ideally Spektrix), excellent leadership skills, and a clear understanding of the value of the arts to our community. This position requires an enthusiastic, resourceful individual with excellent written, oral, and presentation communication skills, well-developed computer skills, and the ability to work collaboratively.

Key Responsibilities:

- Direct oversight of all ticketing activities, including managing a team of part-time box office attendants and front of house staff
- Act as the primary point person for all Spektrix matters
- Supervise the Patron Services Associate
- Manage the Patron Services Supervisors and Attendants with respect to front of house and concession services
- Collaborate with and provide direction to the Patron Services Associate in overseeing the



volunteer program and the activities of all volunteers

- Oversight, maintenance, and development of Gateway's occupational health and safety program
- Attend and oversee all opening night events and special events as required
- Participate as a member of the Management Team
- Collaborate on events and projects within Gateway's programming
- Collaborate with the Facility Manager, Production Manager, and Rentals Coordinator to support the successful execution of community rental events
- Help ensure Gateway's staff and physical spaces are event-ready by coordinating room, resource, and personnel requests for performances, meetings, and other happenings throughout the theatre

Requirements:

- At least 1-3 years' experience in event management or performing arts management
- Experience with ticketing software
- An understanding of public event operations, particularly patron-facing activities
- Excellent customer service and organizational skills
- Strong verbal and written communication and interpersonal skills
- Ability to prioritize, manage multiple projects, keep track of details and meet deadlines
- Proven ability to hire, supervise, develop, and evaluate staff
- A collaborative, innovative, and flexible approach to work
- Well-developed management/leadership skills

Note: Candidates with relevant, transferable skills who do not exactly meet the above specifications are encouraged to apply.

Other Requirements:

- Legally able to work in Canada (Canadian citizenship, permanent residency, or existing open work permit).
- Demonstrated experience with inclusion, equity, and anti-oppression.

Gateway Theatre strives to be an equitable and inclusive workplace. We value an open and diverse community that fosters the inclusion of many different voices. We encourage applications from members of communities that have been marginalized based on sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, or status as an Indigenous person. Please note any required accommodations in your cover letter.

Compensation:

\$55,000 to \$65,000 per annum plus an extended health package and pension plan.

To Apply:

Please send a resume and cover letter to Ashley Bate, Administrator at ABate@gatewaytheatre.com with the subject line "Patron Services Manager." **Application Deadline: July 29, 2025.** We thank all applicants, but only those considered for an interview will be contacted.