

**Job Title: Operations & Venue Manager - Intrepid Theatre**  
**Reports to: Managing Director and Artistic Director**  
**Duration and time requirements: Full Time, 35 hours/week**  
**Location: Intrepid Offices Downtown Victoria, some remote work possible**  
**Start date: TBD**  
**Rate: \$50,500/yr**

### **Preamble**

At Intrepid, we realize that applying for jobs can be intimidating and acknowledge that although we are posting a position that comes with a level of skill set and experience, not everyone has had the access or opportunity to acquire what is posted. As a company that regularly works with emerging and developing artists through mentorship, we've seen that someone who may not have the skills or education can learn and incorporate their own past experience and knowledge that fits the positions' needs.

If you feel that you don't meet the requirements listed below but are excited and intrigued, we encourage you to apply! Let us know what has drawn you to the post and what you personally can bring to the position. Some past experiences that might seem like they are not relevant can be exactly what is needed.

We look forward to hearing about you and thanks for wanting to work with us!

### **Who We Are**

Intrepid Theatre is an independent theatre company that produces the Victoria Fringe Festival, Incoming Festival, OUTstages Festival, and various year-round programs that benefit local and emerging artists, and the theatre community at large. We also run three venues: the Metro Studio, Intrepid Studio, and Festival Hub, which are homebase for our festivals and presentations, and are busy rental venues for local artists, arts organizations and touring producers. We value collaboration not just in our programming and festivals but in our office environment as well.

We acknowledge that equity-seeking communities have been excluded from theatre and non-profit spaces in the past and are committed to employment equity and diversity. We encourage applicants from equity-seeking communities and intersecting identities to apply. Intrepid Theatre strongly believes in providing staff with an anti-oppressive work environment free of discrimination and harassment, and fostering an inclusive and supportive workplace. See [intrepidtheatre.com](http://intrepidtheatre.com) for more information.

### **Who You Are**

You have experience or interest working in festivals, live theatre performance, arts administration, customer service and community events. You are eager to learn more about and contribute to an engaging, safe and inclusive professional theatre environment. You enjoy working with people in a fun and collaborative environment and also are able to work independently. You value work/life balance and setting clear boundaries. You are passionate about working as a team on project management, arts administration, logistics and supporting a vibrant local theatre ecology. You are professional but easy going, interpersonal, adaptable, and detail oriented and are willing and able to publicly represent Intrepid Theatre.

**Job Description:****Operations Duties:****Office Administration**

- Administrative duties that ensure smooth every day operations such as maintaining office/janitorial supplies, research, negotiate contracts and maintain relationships with vendors
- Assist with the filing and distribution of invoices, mail and general incoming communications
- Oversee the Fringe Site Office management, artist pick-ups/drop-offs, and Front of House venue set-up for all Intrepid programming
- Research administrative projects including new software and systems for office management
- Assist Producer, Production Manager and Managing Director, Marketing Director, and/or Artistic Director with admin tasks as needed; and other related duties as assigned
- Assist with grant application submission when needed
- Assist with management of fundraising initiatives such as the online 50/50 raffle, online auction, and donor stewardship events.
- Support the organization's ongoing Diversity, Equity and Inclusion audit; collaborating to create and implement action plans as required
- Oversee general office maintenance projects (non-theatre related)
- Other administrative duties as required

**Financial Management Assistance:**

- Management of payment systems (Stripe, Square, Ticketing Platform, Moneris)
- Payment reconciliation of shows and festivals
- Cash handling for venues and events
- Processing of timesheets for FOH staff and Festival contract staff
- Assisting with Accounts Payable & deposits in Quickbooks
- Processing invoices for ad sales
- Processing of tax receipts and donation tracking

**Customer Service**

- Welcome and interact in person at the Intrepid office, over the phone and via emails with rental clients, patrons, donors, suppliers and the general public in a friendly and calm manner
- Address rental, operational and general inquiries

**Venue Management:****Rentals**

- Manage the rental program and steward rental clients from initial enquiries through to the rental event and final settlement including:
  - Answer and follow up with any booking inquiries, questions, concerns or requests
  - Meet with, set up meetings alongside Production Manager, and lead venue walkthroughs with prospective renters. Organize checklist confirmation and key sign out with Intrepid Studio renters
  - Working via our booking system to draft, finalize, and send out rental contracts and final invoices
  - Calculate and collect deposits, cleaning fees and final settlements
  - Communicate with rental clients regarding any concerns, issues or needs during rental contracts

- o Ensure an Intrepid Venue Representative is present at all Metro rentals that are open to the public, or when required otherwise
  - o Ensure all Intrepid's rental policies and procedures are followed by renters
- Work closely with Production Manager to ensure smooth operations of all rental events and Intrepid programming
- Keep rentals info pages up to date on company website via WordPress
- Maintain and update several google calendars and meeting invites
- Maintain working relationships with current rental clients and community partners, and gather new prospects and leads
- Work with Marketing Director to ensure smooth operations of online booking calendar and availability windows
- Work with Artistic Director and Production Manager to ensure smooth operations of Intrepid Theatre festivals, presentations and special events in our online booking calendar

### **Venue Administration**

- Supervise, train and schedule all casual and festival Front of House staff for rentals and Intrepid events
- Manage FOH reports of casual Front of House staff
- Manage volunteer program for year-round events, and work with Fringe Volunteer Coordinator on Fringe volunteer program
- Responsible for WHMIS and related training
- Fill in as Front of House staff if necessary
- Ensure equipment for FOH is up to date and ready for use
- Obtain Special Event Licenses from BC Liquor and Gaming
- Assist Production Manager and Managing Director on venue projects such as the research and purchase of new equipment (non theatre/production).
- Work with Marketing Director on any venue or rental marketing campaigns as needed
- Liaise with venue vendors and service providers to ensure smooth venue and office operations
- Ensure artist hospitality needs and artist riders are fulfilled for Intrepid events

### **QUALIFICATIONS & EXPERIENCE:**

- Minimum of four (4) years of administrative experience or in adjacent field of employment
- Experience in the arts/events/not for profit sector an asset
- Intermediate level administrative, computer and communication skills a must
- Experience using or willing to learn programs such as Quickbooks, Google Suite, Microsoft Office, Zoom, Stripe, Square, Signup, Wordpress and a box office/ticketing system
- Experience with a Project Management system would be an asset
- Customer service experience with cash handling/payment experience
- Ability to thrive in a fast-paced environment, multitask and meet deadlines
- Commitment to anti-racism, diversity and inclusion in the workplace and advocating for a safe, inclusive work environment as part of Intrepid Theatre's Safe(r) Spaces Policy
- Some experience managing operations of a venue, store or other facility is an asset
- Some experience in front-facing customer service and supervising staff is an asset
- Valid Class 5 driver's license for the Province of British Columbia (car not necessary but ability to register with Modo or drive a rental vehicle is required)

**Application Process**

The hiring and interview panel is Sean Guist (Artistic Director), and Julie Haddow (Managing Director). Anyone applying can request a pre-application informational chat with Julie if they want to. Only those applicants selected for an interview will be contacted; all of those who are offered an interview will be notified of hiring decisions. To apply, submit a resume and either a one-page cover letter, or an up to 5-minute video or voice recording to: [jobs@intrepidtheatre.com](mailto:jobs@intrepidtheatre.com).

**Deadline**

Applications are due at 11:59pm on Wednesday, May 16.