

Box office & Event Administration Assistant

Are you looking to build a diverse portfolio in the performing arts? This role uniquely works with several departments and directly with our senior leadership team. Join a passionate team dedicated to bringing world-class culture to Camrose!

Job Information

Organization Name: Camrose Performing Arts Centre Management Council for the Jeanne & Peter Lougheed Performing Arts Centre

Title: Box office and Event Administration Assistant

Overall Supervisor: General Manager

Schedule:

Monday, Tuesday, Wednesday - 8:45 am – 4:45 pm

Thursdays - 9:00 am – 5:00 pm

Friday – Evenings as the primary Event Duty Supervisor when there are events, scheduled monthly

Organization Description:

The Camrose Performing Arts Centre Management Council is a not-for-profit arts organization that operates the Jeanne & Peter Lougheed Performing Arts Centre, located in Camrose, Alberta on the University of Alberta, Augustana Campus, approximately 80 km south of Edmonton.

The Lougheed Centre is a state-of-the-art facility that opened in the fall of 2014. It is home to 3 venues - the 584 seat Cargill Theatre, the Mayer Family Community Hall - a 124-seat cabaret space, and our outdoor plaza that seats 199.

The Lougheed Centre is a major arts presenter in the Central Alberta region, presenting approximately 45 events a season, including major concerts, theatre, dance, comedy, and contemporary circus. The facility also operates as a rental facility for touring productions/concerts and local rentals of approximately 300 additional event days a year. www.camroselive.ca

Job Description:

This position is a new role encompassing duties that supports the operations in three different areas. The ideal candidate will be a positive, self-motivated person who can work independently as well as good with the public. These three areas are:

1. Box office Attendant – Monday Through Wednesday

- a. Daily reporting to the Box Office Supervisor, the Box office Attendant processes phone and in-person ticket sales for events through the Theatre's box office system.
- b. **Primary duties and responsibilities include but not limited to:**
 - i. Answers incoming box office calls for ticket orders and general inquiries
 - ii. Processing phone and in-person ticket sales and exchanges
 - iii. Checks phone messages and emails
 - iv. Use specialized event and ticketing software: Showpass, Yesplan, Theatre Manager
 - v. Creates new patron accounts and collects accurate data
 - vi. Responsible for the box office closing till count and deposit
 - vii. Assists in problem solving concerns
 - viii. Providing excellent customer service and knowledge of events

- ix. Preparing and balance cash floats for other front of house departments
- x. Enter volunteer hours
- xi. Other clerical duties as assigned

2. Event Administration Support Assistant – Thursday

- a. Reporting to the General Manager, the duties encompass administration support for the Theatre's presentation and rental events. This is a new job aspect that will evolve with the successful candidate.
- b. Primary duties and responsibilities include but not limited to:**
 - i. Using a template, draft and track artist contracts to be reviewed by the General Manager
 - ii. Using a template, draft and track rental contracts through assisting the Events Coordinator.
 - iii. Track artist and rental deposits
 - iv. Updating event budget spreadsheets
 - v. Drafting event settlements
 - vi. Other administration duties as assigned

3. Event Duty Supervisor – Primary for events happening on Friday evenings

- a. Reporting to the Front of House manager, the Event Duty Supervisor oversees the Front of House operations at Loughheed Centre during an event at the facility. This involves supervision of FOH volunteers, concession/bar and box office staff, and liaising with theatre user groups, theatre technicians and stage management during an event. The Event Duty Supervisor will be also be responsible for the cash handling, reconciliation and deposit at the end of every event for bar and merchandise sales.
- b. Primary duties and responsibilities include but not limited to:**
 - i. The Event Duty Supervisor will be the key Front of House contact person for the patrons of the theatre and the external individuals and organizations.
 - ii. Leads volunteer duty and safety meeting preshow, ensuring theatre policy and procedures for emergencies and audience control are upheld to ensure the comfort and safety of patrons
 - iii. Supervises and coordinates Front of House Volunteers during an event
 - iv. Supervises bar staff and activity, ensuring bar operation during an event is going smoothly, and that all bartender duties are completed after the bar reconciliation is complete.
 - v. Distribute Front of House Bar and Merchandise floats upon staff and volunteer arrival
 - vi. If needed, assists the box office attendant on shift in the processing of in-person ticket sales
 - vii. Mediates customer complaints and resolves problems quickly
 - viii. Calculates and compiles reconciliations of cash deposits and floats at end of shift
 - ix. Processes all related event paperwork

Physical Demands

- Able to lift 30 lbs.
- Long periods of standing

Working Conditions and Environment

- Performing Arts Venue
- Administration work
- Evenings work 1 day a week

Qualifications:

- Diploma/Degree in the arts, humanities or business with a preference to the performing arts
- General computer skills including experience with Word and Excel required
- Experience with box office and event experience and asset
- Strong problem-solving abilities
- Cash handling and customer service experience an asset
- Proficiency with Adobe Acrobat an asset

Assets:

- ProServe Certification
- First aid training
- Familiarity with activities and functions of a performing arts venue
- Valid drivers license

Terms:

- 28 hours a week plus any event shift on Fridays
- Hourly compensation: Banded as Event Duty Supervisor, starting at \$18.81 per hour, and increasing to \$19.67 after 3 months probationary period.
 - Internal candidate would maintain rate seniority
- Comprehensive benefits package including health and dental – beginning after 3-month probationary period.
- 2 weeks equivalent vacation time annually
- Target start date: **May 25, 2026**

How to Apply:

- Please email resume and cover letter electronically only to assist@camroselive.ca
- Closing Date: **April 26, 2026**

We thank everyone who applies for their interest, but only candidates selected for an interview are contacted.