



RENTALS MANAGER JOB DESCRIPTION

Application Deadline: April 29th, 2024, 5pm

Anticipated Start Date: Early May 2024

Position Summary: Under the direction of the Executive Director, The Rentals Manager acts as a first point of contact for show promoters, tour management agencies, local organizations, and businesses to hold events at the Theatre. The key responsibilities of the Manager include preparing theatre rental contracts, box office administration, contracting technicians, coordinating show schedules, organizing show promotions, preparing show settlements and monitoring accounts of rental patrons. When coverage is needed, the Rentals Manager will also perform all applicable duties in support of Broadway-Produced event management, from advancement of show schedule and related technical details to execution of day-of-show duties and finalization of rental agreement terms & any applicable invoicing.

The Manager works with the renters to prepare each event for launch, working with the renter to collect necessary promotional materials and all relevant event details. The Manager works with other administrative staff to ensure that the staffing needs of each event are met and that all event staff are adequately prepared to perform their duties. The Manager works in conjunction with contracted audio-visual companies to ensure rental event backline and technical needs are met and appropriately invoiced for within rental agreements, contracts and settlements of any kind.

In addition to these duties, the Rentals Manager is tasked with increasing Theatre revenues by identifying and utilizing vacancies within the booking calendar. This includes creating and distributing promotional materials and engaging prospective renters. A notable opportunity for expansion and focus for the future is the development of daytime rental programming, as this is the largest vacancy within the Theatre's booking calendar. The Rentals Manager is responsible for ensuring the theatre space is accessible to as much of the community as possible, that rental rates are comparable and are on par with similar spaces within the local market, and that booking policies and rates are reasonable, clear, and made available to the public as needed.

Following up and maintaining regular contact with renters, community partners and sponsors to secure their bookings well ahead of time is an additional responsibility of the Rentals Manager. While ensuring new rental requests are met with urgency and willingness to support their proposed event

structure, customer retention of recurring rental patrons who return to The Broadway on an annual/monthly/weekly basis is a key component of the success of the rentals program and the longevity of mutually beneficial partnerships.

The Rentals Manager also performs other administrative and operational duties in addition to rental-specific responsibilities, including day-to-day customer service, social media posting, media appearances, community engagement, and more.

The ideal Rentals Manager will possess: Demonstrated knowledge of various ticketing needs as they pertain to a wide variety of different events, as well as a strong understanding of the diverse varying needs, both technical and infrastructural, of different events that take place at the theatre.

Core Duties:

Rental Inquiries & General Administration:

- Respond to rental inquiries through email and telephone;
- Monitor booking calendar and follow-up to confirm rental holds;
- Ensure Broadway Theatre daytime office administrative tasks are completed as necessary, this includes but is not limited to: direct customer service, banking (deposits, cash floats, invoicing/receipts), phone and email messages, public communications, box office operations (ticket sales, refund requests, transactional inquiries), maintenance and cleaning when needed, etc.

Contract Preparation & Execution:

- Preparing and revising rental agreements, including delivering and enforcing terms and policies with renters;
- Ensuring that renters' technical and scheduling needs are adequately met and that they are provided with an accurate estimate of costs for their event;
- Delivering rental agreements in a timely fashion and confirming receipt of signed documents and deposit from renter;
- Maintaining an organized method of tracking rental documents such as contracts, insurance certificates, and associated invoices, both physically and digitally;
- Ensuring contracts, deposits, invoices, and the like are submitted to the accounting department for financial record-keeping purposes.

Box Office Administration:

- Work with rental patrons and promotion agencies to coordinate public announcement, pre-sale and on-sale timeline for both rental and self-produced ticketed events;
- Collect all promotional content and ensure it is suitable for distribution;
- Maintain communication with on-retainer graphic designer(s), while also designing in-house content when needed;

- Administer and oversee theatre box office listings and ticket sales, in-person, by phone and online;
- Provide external box office services, support and consultation for partners and festivals.

Day of Show Preparations:

- Set day of show schedule with renter and ensure this information is disseminated to all relevant parties ahead of any engagement, as needed;
- Act as building representative for technicians, artists, promoters, etc;
- Contract technicians as needed for both Broadway-Produced and rental events.
- Arrange accommodation and transportation of artists and crew, if needed.

Show Running & Venue Management:

- Secure backline and additional rental items as needed;
- Prepare artists' green room and hospitality items;
- Work with show promoter, artist and technicians during load in and sound check;
- Coordinate floor staff, volunteers and front of house operations;
- Assist floor staff and technicians as needed during the event;
- Supervise and assist with load out and close the building.

Rental and Show Settlements:

- Compile ticket sale information;
- Prepare final expense report and show settlement;
- Ensure renters' accounts are settled in a timely fashion;

Job Competencies and Requirements:

- Outstanding communications skills – written and verbal
- Critical thinking and problem solving skills
- Detail oriented, negotiation skills, customer service experience
- Ability to set and meet goals
- Strong written and oral communication skills
- Ability to work collaboratively and build relationships with internal and external constituents through multiple channels.
- Demonstrated sensitivity to, and interest in, working with individuals/groups from diverse social, economic, political, and cultural backgrounds.
- Understanding of computer software including online file sharing programs (such as GoogleDrive, Canva and Dropbox).
- A minimum of two years of related professional experience. Consideration will be given to candidates who have a degree in a related field, however this is not a requirement.

Salary, Hours and Benefits:

- Salary is set at \$42,000 per year. Cost of living increases are reviewed annually, but not guaranteed.
- The Rentals Manager is a permanent, full-time position at 37.5 hours per week. Hours worked and weekly schedules are flexible based on other personal commitments as they arise.
- After three months of service, employees have access to a benefits plan that includes comprehensive health, drug, vision, and dental coverage, including access to diverse mental and physical health supports (such as counselors and naturopaths). Employees also have the option to register for our 4% employee pension plan.
- F/T Salaried employees receive a Health Spending Allowance (HSA) of \$500 per fiscal year.

Other:

- Employees earn 1.25 days of vacation per month (15 days per year)
- Full-time Employees may be granted 5 artistic development days per year after a minimum of 3 years of consecutive employment.
- After 3 Years of consecutive employment, Full-time Employees may be granted an additional 5 days of artistic development leave, per year.
- Employees earn 0.67 days of sick leave per month (8 days per year).
- Employees are given paid days off on all Canadian statutory holidays as well as Easter Monday and the holiday season (December 24 to 31).
- As much of the work requires the Rentals Manager to be onsite, the ideal candidate will be based in Saskatoon.
- This position allows for a fully on-site office work environment, or a hybrid workplace environment arrangement, provided the above listed duties are fully being met.
- Employees are provided with access to computers and all other technology and office needs at the theatre, located at 715 Broadway Avenue.

Committed to Employment Equity: The Broadway Theatre encourages applications from Indigenous people, people with disabilities, persons of any sexual orientation, persons of any gender identity or gender expression, members of visible minority groups and women. Members of equity groups will be prioritized for this position as long as they meet the minimum requirements. The Broadway Theatre is committed to a workplace free of discrimination, violence, and harassment.

How to Apply:

Interested and qualified parties are requested to submit a cover letter, resume, and two professional references by **April 29th, 2024**.

Email To: Lenore Maier at lenore@broadwaytheatre.ca

Subject: Rentals Manager Position

For more information, please contact us by email at lenore@broadwaytheatre.ca