

POSITION DESCRIPTION

<u>JOB TITLE:</u> Theatre Staff - Team Lead	<u>REVISION DATE:</u> March 2026
<u>REPORTS TO:</u> Administrative Assistant	<u>STATUS:</u> Part-time seasonal
<u>DEPARTMENT:</u> General Gov't/Recreation	<u>TYPE:</u> Hourly

PURPOSE OF POSITION:

The Theatre Staff are responsible for organizing and executing seasonal theatre events for the Village. This includes, but is not limited to, weekly theatre showings, including holidays, weekends and evenings.

RESPONSIBILITIES AND DUTIES:

- I. Towne Theatre:
 - Oversee theatre operations during shifts
 - Supervise Theatre Staff and Student Volunteers
 - Ensure all opening and closing procedures are completed
 - Support staff with customer service and operational needs
 - Monitor theatre environment and address issues as they arise
 - Handle customer concerns and resolve minor conflicts
 - Ensure health and safety procedures are followed
 - Act as the primary point of contact when administrative staff are not present
 - Respond to incidents and escalate emergencies when required

- II. Performing other associated duties, as directed.

The position will work 20-30 hours a week with evenings, weekends and summer holidays included.

POSITION SPECIFICATIONS:

Eligibility

Must be 18 years of age or older

Experience

Cash handling would be an asset.

Previous customer service or leadership experience preferred

Abilities/skills

- Strong leadership and decision-making skills
- Ability to remain calm under pressure
- Excellent communication and problem-solving abilities
- High level of responsibility and accountability

Judgement

Problems faced on the job tend to be somewhat routine with infrequent new problem situations. Decisions are made from a number of known alternatives, guides or precedents. Unusual problems are usually referred to someone else. Some choice of independent action or judgement.

Contact

Contacts primarily require the ability to identify and respond to basic needs or requests. Contacts may be both inside and outside the organization. Tact and diplomacy may be required to deal with minor conflicts/complaints. Generally the incumbent can refer or confer on a difficult or challenging situation.

Mental Effort

Tasks are generally detailed oriented, routine with little interruptions. Frequent computer work is involved and low concentration is required for data entry.

Physical Effort

The position requires sitting for moderate time periods Vision often focuses between reading and data entry. Lifting 30 lbs maximum is seldom required.

Resources

Modifies (adds, deletes or edits information for content) information/data/files that are somewhat complex. Ensures others have information/data/files in the form they need. Develops methods or formats for storing or presenting information/data/files.

Policies and Personnel

Provides functional or technical guidance and/or training or instruction to junior staff.

Material Resources

Work may minimally affect the safety, well-being or interests of user groups. May provide support services to the program or service, or to individuals who directly provide a program or service. Direct involvement is incidental to the functions of the job.

Finances

Infrequently position is involved in minor financial matters, typically on a relief basis.

Working Conditions and Hazards

Typical conditions are such that a minor risk of injury, harm or illness to the incumbent could occur.