



OPERATIONS MANAGER / VOLUNTEER COORDINATOR

JOB DESCRIPTION

Date Posted: Wed. Nov 19th, 2025

Application Deadline: Wed. Dec. 3rd, 2025, 5pm

Position Start Date: Dec. 15th, 2025 (flexible)

Position Summary: Under the direction of the Executive & Artistic Director, the Operations Manager acts as a first point of contact for the membership, floor staff, and volunteers at The Broadway Theatre. The key responsibilities of the Operations Manager include staff hiring/scheduling, product and inventory management, partner and sponsor development, volunteer coordination, membership communication, following up and maintaining regular contact with community partners, suppliers and sponsors to secure the ongoing relationship remains fruitful and reciprocal.

The Operations Manager also performs other administrative and operational duties in addition to HR and product/inventory responsibilities, including day-to-day customer service, media appearances, community engagement, and more.

The ideal Operations Manager will possess: Demonstrated knowledge of hiring/scheduling processes, product and inventory management, and partner and sponsor development 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:

The Operations Manager/Volunteer Coordinator will play a principal role in continuously building The Broadway relationship with the organization's in-house staff, volunteers, promoters and clients. Along with ensuring the building, floor and organization are operating at top performance, The Operations Manager will deal with any matters that arise in human resourcing, staffing and in the building, structurally.

All floor staff and volunteers report to the Operations Manager.

The Operations Manager coordinates with other administrators to appropriately build a monthly schedule for the varied events occurring within the Organization using 7Shifts.

The Operations Manager actively recruits a diverse and capable volunteer base for a variety of duties and events as well as creating the volunteer schedule for each month. Most importantly, they continue building and improving the volunteer program to be diverse and accessible while improving incentives for volunteer participation.

The Operations Manager participates along with the Admin team in programming events for the stage, screen and larger community. Programming community outreach and events, liaising with potential community partners and building relationships with community members, in the interest of broadening The Broadway Theatre's contributions to the arts, culture and justice communities.

The Operations Manager attends Friends of The Broadway Theatre Board meetings, records minutes, and distributes them to all board members.

The Operations Manager reconciles the credit card statement each month, ensuring all purchases are legitimate and accounted for.

The Operations Manager manages tips (gratuities) that come through moneris machines and distributes them accordingly to staff members. This includes tracking the tips, calculating percentages staff members get, retrieving the money from the bank, and distributing them to staff members.

The Operations Manager is responsible for tracking and purchasing inventory needed for the operation of the theatre.

The Operations Manager is responsible for hiring and training any new floor staff and volunteers.

The Operations Manager/ Volunteer Coordinator reports to the Executive Director.

Human Resource Coordination

- Nurture a culture of quality customer service;
- Build and maintain effective working relationships with fellow staff and volunteers;
- Track membership expiry and communicate with current members;
- Hire staff needed to fill important roles within the organization;
- Manage conflict resolution amongst staff. Responsible for staff termination, if the occasion should arise;
- Build the monthly staffing calendar, record any changes made, ensure that all event information is up-to-date and communicated to relevant staff;
- Schedule and coordinate staff meetings;
- Organize Occupational Health & Safety committee meetings. Ensure that modifications are implemented;
- Delegate duties and tasks to the appropriate staff;
- Organize, calculate, and distribute tips to staff weekly;
- Foster an environment of cooperation, imagination and teamwork. Encourage the growth of every

staff member within the organization – emboldening the growth of special skills and areas of interest, and cultivating dedication to The Broadway community and the organization’s mission;

- Other duties as required.

Show Running

- Secure backline items as needed;
- Prepare artists’ greenroom and hospitality items;
- Work with show promoter, artists and technicians during load in and soundcheck;
- Coordinate floor staff, volunteers and front of house operations;
- Settle financial contracts with artist or manager;
- Assist floor staff as needed during event;
- Supervise load out and close the building.

Building Management

- Manage events, including liaising with tour managers and artistic acts, organizing day-of-show schedules, arranging audio and Lx with technicians, acquiring rider for shows, coordinating with box office and concession staff on floor needs, ensuring the patrons, clients, volunteers and staff are all satisfied;
- Coordinating with ED, volunteers, staff, maintenance and services on box office and concession improvements and repairs;
- Ensure inventory is up-to-date and office, concession and building are appropriately stocked;
- Other duties as required.

Volunteer Management

- Organize a program that mobilizes the volunteer community to support and celebrate world class arts & culture in a community owned & operated organization;
- Create monthly schedules for the volunteers and distribute the schedule to the volunteers;
- Develop strong relations with the volunteer community to achieve a clear picture of volunteer interests and skills capital, and to leverage volunteer interests and skill capital – developing and overseeing the implementation of a volunteer engagement plan that drives the goals and activities of the organization;
- Engage a broad range of volunteers, including seniors and students who are looking for volunteer and career development opportunities as well as committing to honoring diversity in age, race, religion and spirituality, sex, gender identity, national origin, sexual orientation, socio-economic status and ability;
- Create a volunteer program so the organization has a pool of ambassadors who are able to assist, as needed, at events;
- Coordinate volunteer team including ensuring all roles have clear duties and responsibilities, defined accountabilities and regular performance feedback. Manage any conflict resolution amongst volunteers.

Board Coordination

- Attend monthly Board Meetings & record minutes;
- Distribute minutes post-meeting.

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 and Canva)
- 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
- Proficiency in engagement coordination
- A track-record of being a team player who can lead and be an exceptional contributor
- Strong work ethic, attention to detail
- Excellent time-management skills and the ability to work to a deadline
- Previous experience in arts, culture and/or community development
- The ability to work evenings and/or weekends during concerts and other events

Salary, Hours and Benefits:

- Salary begins at \$46,737 per year. Cost of living increases are reviewed annually and granted pending capacity
- The Operations 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% employer matching pension plan
- F/T Salaried employees receive a Health Spending Allowance (HSA) of \$500 per fiscal year

Other:

- Full-time salaried Employees receive 20 days of vacation 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, the National Day for Truth and Reconciliation, and the holiday season (December 24 to 31)

- As much of the work requires the Operations Manager to be onsite, the ideal candidate will be based in Saskatoon
- 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.

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