



## **ADMINISTRATION & AUDIENCE SERVICES COORDINATOR**

Permanent Full Time 40 hours per week  
Salary Range: \$59,342.40 – \$74,172.80/ annum

At the City of Leduc, our mission is People. Building. Community. We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect, and Leadership guide our conduct and contribute to a healthy culture. If you would like to work as part of a progressive organization and enjoy a fast-paced environment, then this may be the opportunity for you.

### **Come work with us!**

The Maclab Centre for the Performing Arts is the Leduc region's preeminent performing arts facility, offering an intimate 450-seat theatre that hosts everything from local community groups to international artists. Our venue invites audiences to discover the joy of live performance and immerse themselves in a wide range of world-class and community-driven arts experiences.

At the Maclab Centre, we are committed to delivering exceptional guest experiences through a welcoming, inclusive, and inspiring environment. If you are passionate about live events and thrive in a dynamic arts setting where community, creativity, and service excellence come together, we invite you to join our team!

### **What is the opportunity?**

We are currently recruiting for a permanent full-time **Administration & Audience Services Coordinator** at the Maclab Centre for the Performing Arts. The Administration & Audience Services Coordinator plays a pivotal role in how the Maclab functions day to day. This position leads the front-of-house and box office ecosystem and anchors the theatre's administrative integrity - from accurate event builds and rental contracts to reporting, billing, and clean financial reconciliation. You'll work closely with the Theatre Coordinator and Technical team to ensure events are delivered reliably, safely, and in alignment with the venue's professional standards.

This role is ideal for an experienced FOH or venue professional looking to deepen their impact in a civic setting. You bring steadiness, clarity, and follow-through to fast-paced operations - and you take pride in systems that are accurate, ethical, and repeatable. You know that great guest experience is built on both warm hospitality and reliable processes, and that a well-run house is how a community feels welcomed and cared for.

## **What will you do?**

### **Administrative & Business Integrity**

- Lead accurate event builds, rental contracts, box office setups, and ticketing operations.
- Oversee reporting, cash handling, and financial reconciliation with audit-ready accuracy.
- Maintain reliable administrative records and systems that support consistent, repeatable practice.

### **Front-of-House Leadership & Patron Experience**

- Supervise FOH staff and volunteers to deliver safe, welcoming, and well-paced events.
- Uphold standards for accessibility, crowd-flow, safety, and emergency response.
- Support lobby activations, merchandise sales, and audience engagement initiatives.

### **Event Delivery & Cross-Team Alignment**

- Coordinate with the Theatre Coordinator and Technical Services to align show flow, readiness, and staffing.
- Translate technical and client requirements into clear FOH actions during production meetings.
- Facilitate custodial, maintenance, and building-use coordination with City and Black Gold partners.

### **Community & Client Relations**

- Serve as the primary rental contact, ensuring clarity and professionalism across the client journey.
- Maintain positive relationships with schools, community groups, and internal departments.
- Support volunteer recruitment, training, scheduling, and recognition.

## **What you are?**

- Post-secondary education in Arts & Cultural Management, Event Management, Business Administration, or related field (asset)
- Minimum 3–5 years professional experience in a performing arts venue, FOH leadership, event operations, or theatre administration.
- Strong administrative capability: accuracy, documentation, follow-through, and ease with systems.
- A calm, organized presence under pressure; an ability to steady complexity and keep teams aligned.
- Commitment to safety, accessibility, and public-facing hospitality.
- Confidence with financial processes (cash handling, reporting, reconciliations).
- Proficiency in ticketing systems (e.g. Ticketpro), financial software (e.g., Workday), and Microsoft Office
- Skill in training, supporting, and supervising staff and volunteers.
- Curiosity, adaptability, and a willingness to learn the unique civic context of the Maclab.
- The interpersonal maturity to manage up respectfully — offering structure, reminders, and clarity without losing patience or professionalism.
- A values mindset: you believe theatres are civic spaces, and you treat audiences, partners, and colleagues with respect, dignity, and care.
- Valid Class 5 Driver's License

## **Hours of Work:**

- This position requires evening, weekend, and occasional holiday work based on theatre programming and rental schedules.
- Flexibility is required to support events and operational demands

## **What we offer?**

- Competitive pay
- LAPP pension
- Comprehensive health, dental and wellness benefits, including a generous healthcare spending account
- Professional development opportunities
- Starting at 3 weeks vacation per year
- Free parking
- Annual City of Leduc recreation pass, including access to free drop-in programs

**Important Notes :**

- Candidates must provide a current Criminal Record Check , including a Vulnerable Sector Check, prior to the start of employment at their own expense
- Candidates must provide a current Child Intervention Check upon hiring

**Ready to Join Us?**

If you're energized by the idea of contributing to a civic theatre where excellent operations create meaningful community experiences, we would love to hear from you. Bring your expertise, curiosity, and commitment to great service — and help us continue building a place where people learn, connect, and explore together.

**Apply today by submitting your resume at: [www.leduc.ca/careers](http://www.leduc.ca/careers)**

The competition closes at **11:59 PM (MT) on March 06th, 2026**. This competition may be used to fill future vacancies at the same or lower classification level.