

PROFESSIONAL STAFF & SERVICES

Technical Services

Professional Services

Crew Chief:

The following responsibilities are in addition to the position for the performance (sound op, lx op, stage supervisor, etc):

- Will be assigned by the TD or ATD if neither of them are on the call
- Will be the staff First Aid attendant
- Responsible for consulting with the client rep.
- Liaise with FOH manager on the show's details
- Coordinates and ensures breaks for the crew
- Produces the show report and ensures that it gets to the Administrators desk at the end of the night.
- Responsible for locking up the theatre after all the work is done and returning keys to the technical directors

Lighting operator:

- Responsible for fulfilling the lighting requirements of the show, including setting up, operating, and striking additional house or rental gear
- Responsible for coordinating follow spot cues if applicable
- Restores the house hang after every contract
- Restores the house patch on the lighting console after every contract
- Assists with set up and strike of other departments pre and post show as required
- Reports (or repairs) any damaged equipment

Audio Operator:

- Responsible for fulfilling the audio requirements for the show, including setting up, operating, and striking any additional house or rental gear
- Restores the audio system to house pre-set after every contract.
- Assists with set up and strike of other departments pre and post show as required
- Restores the audio equipment to the house settings

Stage Supervisor:

- Responsible for the safety of everyone on stage, including colleagues
- Responsible for consulting with the client rep to ensure a smooth performance (clearing the stage to open house, five minute calls, etc), and relaying stand-by's and cues to the lighting and sound operators if the client is unable to
- Responsible for any set up, operation and strike of any rigging required for the show
- Responsible for the set up, operation, and strike of stage elements of the show (i.e.: risers, chairs, and scenic changes
- Assists with the set up and strike of other departments pre and post show as required

Follow Spot:

- Operates follow spot for show call
- Assists with set-up and strike of other departments as time allows

Loader:

- Unloads/Loads gear from incoming shows as required
- Assists with the set-up or strike of equipment as requested by the Massey crew chief.

Rigger:

- Installs all points for any rigging to be installed
- Inspects and approves all incoming rigging gear
- Operates flies and drapes if needed
- Inspects and installs Massey rigging gear

Security Liaison:

- Liaises between the TD or Crew Chief, FOH Manager, client rep and security crew chief
- Aids the security crew chief to coordinate the security staff
- Keeps detailed records for the nightly show report.
- Helps with the strike of the show if time allows

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Front of House

Food and Beverages

- Massey Theatre operates a concession for events in the facility. The Concession is open one hour prior to the start of the show and during intermission.
- Concession staff will arrive 1.5 hours before an event.
- The Customer Services Manager will take care of all Concession staffing schedules for events.
- Lobby doors will open one hour prior to the start of the show. The theatre will open 30 minutes before the start of the show.
- Food and Beverages are not permitted in the theatre at any time.

Flash Photography and Video

- The use of flash photography and or video recording is strictly not permitted inside the theatre.

Merchandise

- Massey Theatre will take 15% of all gross sales of any products sold in the theatre.

Staff Hiring

- A call for Front of House staff hiring takes place in February and August. Once hired there will be a group orientation followed by training or job shadowing.

Ticketing

- Every audience member must have a ticket to enter the theatre, or an available seat in the case of non-ticketed events. Fire regulations do not permit patrons to stand at the back of the theatre or sit in the aisles.

Volunteers

- A call for volunteers will go out in March and September. Group Orientation will take place during that period as well as training or job shadowing. Applications are available through the Massey Administration Office as well as online.

Miscellaneous

- Front of house staff will arrive 1.5 hours before an event
 - Front of House Manager will take care of all FOH staffing schedules for events.
- Lobby doors will open one hour prior to the start of the show. The theatre will open 30 minutes before the start of the show.