

Patron Services Duty Manager Position Available

The Young Centre for the Performing Arts is seeking a **Duty Manager** to join the Patrons Services team, reporting to the Manager of Patron Services. This is a part-time position with guaranteed minimum weekly hours.

The Organization:

A unique joint venture between Souleppper Theatre Company and George Brown College, the Young Centre for the Performing Arts, located in Toronto's Historic Distillery District, is Canada's only performing arts, education and community outreach centre.

The Young Centre is an organization committed to pursuing Radical Inclusion. Applicants of all experience levels and abilities are welcome to apply. We encourage applications from Indigenous, Black, Persons of Colour, 2SLGBTQIA+ and Disabled persons.

At the time of this posting, all staff working at the Young Centre for the Performing Arts are required to be fully vaccinated. All successful candidates will be asked to submit confirmation and proof of vaccination.

KEY RESPONSIBILITIES

Under the supervision of, and in conjunction with, the Manager of Patron Services, the Patron Services Duty Manager will:

- Assist Patron Services Manager in the hiring, training and supervision of the part time Ushering staff
- Oversee all front-of-house departments (box office, ushers, and café) , and work with Building Operations and Stage Management to ensure the smooth running and timing of all performances in a clean, positive, and safe environment for Staff, Patrons, Volunteers, and Artists.
- In the absence of senior management, coordinate responses of all departments in the event of an emergency or health incident.
- Provide direct supervision, coaching, and mentoring to ushers and floor captains
- Assist with the training of ushers and floor captains; monitor staffing needs.
- Work with Manager of Patron Services to ensure premium communication between Box Office and ushering staff
- In conjunction with the Operations Services Coordinator, acts as a client liaison during special events as required.
- Attend dress rehearsals to create accurate performance information to communicate to FOH staff, flagging any potential issues or need for content warnings.
- Assist in the coordination of merchandise sales, coat check, playbills, and other Front of House needs.
- Respond to patron questions and concerns throughout the performances with the utmost courtesy and professionalism.
- Assist in the coordination of volunteers including onboarding, training and scheduling through SignUp.com; act as the point of contact for Front of House communication with volunteers.
- Maintain knowledge of the use of the Tessitura Ticketing and N-Scan Software in order to assist and troubleshoot any ticketing and access management issues
- Work with Manager of Patron Services and the Senior Manager of Patron and Operations Services to maintain effective fire and evacuation procedures; overseeing training and continuous updates to staff as procedures develop.
- Work with Manager of Patron Services and the Senior Manager of Patron and Operations Services to ensure the Young Centre meets and exceeds all AODA standards of accessibility.
- Monitor FOH staff space, including inventory of marketing materials, programs and seat numbers.
- Assist with special projects related to the patron experience at the Young Centre.
- Members of the Young Centre Patron Services team are part of IATSE Local B-173, so the successful applicant(s) will be required to learn, and work within, the agreement between IATSE and the Young Centre.
- Other duties as required

KNOWLEDGE & SKILLS

- Three years or more of Box Office and/or Front of House experience with some supervisory experience
- Must have, or be willing to attain, current and recognized First Aid and CPR certifications

- Must have, or be willing to attain, Smart Serve
- Experience working with people from various communities Ex: Deaf/Hard of Hearing, Newcomers, 2SLGTBQIA+, Older Adults, etc. is an asset
- Strong ticketing software knowledge; Tessitura ticketing software knowledge an asset.
- General knowledge of Microsoft Outlook, Word and Excel
- An understanding of or experience with not-for-profit organizations.
- Strong interpersonal and oral/written communication skills.
- Proven skills in motivating and supervising others.
- Strong leadership, decision-making, analytical and problem-solving skills.
- Excellent planning, organizational, time-management, and team building skills.
- Self-starter, detail oriented, flexible.
- Ability to work independently as well as in a team environment.
- Ability to thrive in a fast-paced work environment.

Remuneration:

- **Hourly rate - \$25**
- **Guaranteed minimum weekly hours - TBD**

Working Conditions

Duties will be performed in an office, front of house and call centre environment. Physical demands such as lifting up to 8 kg, and standing/moving up to an hour at a time, may be required. Please speak with the hiring committee if this would pose a challenge. **Shifts will primarily be scheduled on evenings, weekends, will include some holidays.**

How to Apply:

The Young Centre is committed to reflecting the diversity of our community and our country. As an equal opportunity employer we welcome and encourage submissions from individuals, with proper credentials, of all genders, cultures, ethnicities, gender identities, sexual orientations, and abilities. We are committed to providing accommodations for persons with disabilities in all parts of the application/hiring process. The Young Centre invites candidates who may require assistance during the application/hiring process to please let us know and we will work with you to meet your needs.

Please send resume and cover letter detailing how you can contribute to this dynamic not-for-profit arts organization to no later jobs@youngcentre.ca than **May 24th, 2022**

Please quote **PSDM22-A** in the subject line of your email.

Search Committee – Patron Services Duty Manager

c/o Alan O'Meara- Patron Services Manager
 Young Centre for the Performing Arts
 50 Tank House Lane
 Toronto, ON M5A 3C4
jobs@youngcentre.ca

We thank all applicants for their interest in the Young Centre for the Performing Arts; however, only those applicants selected for an interview will be contacted.