



Front of House Floor Captain Position Available

The Young Centre for the Performing Arts is seeking **Front of House Floor Captains** in a casual, hourly part time capacity who will work with the Patron Services Department of the Young Centre.

The Organization:

A unique joint venture between Soulepper 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

Reporting to the *Patron Services Manager* and *Duty Managers*, as a Floor Captain, you will;

- In conjunction with the Duty Managers, be in contact with Building Operations Management, Café staff and Stage Management to ensure the smooth running and timing of all performances in a clean, positive and safe environment for Patrons, and Artists, and Staff.
- Assist in supervision of Young Centre ushers and volunteer ushers.
- Coordinate Front of House functions such as Patron seating, lobby displays and upkeep.
- Resolve Front of House issues in a timely and pleasant manner.
- Work with the Duty Manager in completing two information reports for each shift, including a Front of House Show Report to ensure Technical and Patron Service issues are effectively communicated to the appropriate groups, and the supplemental Log Book to provide more breadth.
- Supervise and troubleshoot issues related to the sale of merchandise post show
- Remain current and up to date with all Young Centre Health and Safety Procedures, including First Aid Training.
- Work closely with the Duty Managers to ensure the Front of House is a safe environment by reporting all deficiencies encountered.
- Provide exemplary patron services to all customers and clients of the Young Centre
- Perform other related duties as required.
- This is a unionized position; upon completion of a probationary period, successful candidates will be required to join IATSE Local B-173

KNOWLEDGE & SKILLS

- Must have or be willing to attain Smart Serve certification
- First Aid certification is an asset.
- Exemplary leadership skills and ability to manage paid and volunteer staff
- Excellent oral communication skills
- Strong computer skills (Tessitura is an asset)
- Exceptional and demonstrated Customer Service experience
- The ability to multi-task and work under pressure
- An ability to navigate changes in information on-the-fly
- Experience working with people from various communities Ex: Deaf/Hard of Hearing, Newcomers, 2SLGBTQIA+, Older Adults, etc. is an asset

Remuneration:

Hourly Rate - \$18.22

Working Conditions:

Duties will be performed in an office and front of house 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 by **April 8th, 2022**

Please quote **FC22** in the subject line of your email.

Search Committee/ Floor Captain

Email: jobs@youngcentre.ca

Mail: Front of House Applications

c/o Alan O'Meara

Young Centre for the Performing Arts

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