



## Senior Patron Services Representatives Positions Available

The Young Centre for the Performing Arts is seeking multiple **Senior Patron Services Representatives** 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 Manager* as the Senior Patron Services Representative, you will;

- Support the Patron Services Manager and Duty Manager in the organization of daily operations of Box Office activities.
- Assist in training and supervising of Patron Services Representatives.
- Take initiative on pre-show responsibilities including ensuring all positions are covered, printing will call tickets, monitoring Rush sales, responding to patron inquiries and mediating requests from the public, artists, media and internal departments
- Provide exemplary patron services to all customers and clients using the services of the Young Centre Box Office.
- Troubleshoot basic ticketing issues and provide support to Patron Services Representatives.
- Reconcile daily cash, credit card and debit deposits.
- Perform in-person and telephone ticketing, subscription, development and membership operations for all Young Centre clients, including internal and concierge requests using the Tessitura Ticketing Software.
- Maintain knowledge of the use of the Tessitura Ticketing Software, both database and online, and ensure data integrity.
- Assist in simple booking of Young Centre rooms and resources in Tessitura
- Maintain current information and practices regarding issues of individual privacy, operation of box office equipment and software, refunding, ticket reselling etc.
- Print tickets batches for subscription, single tickets and mail purposes.
- Apply appropriate postage for mail batches and send to mailbox; and
- 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

- Proven skills in motivating and supervising others
- Demonstrates leadership, decision-making, analytical and problem-solving skills
- Knowledge of Tessitura Ticketing Software an asset
- Excellent oral communication skills
- Attention to detail critical
- The ability to multi-task and work under pressure
- A passion for the performing arts
- 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

Performs duties 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. **Work on some evenings, weekends, will be expected, and some shifts occur on 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 8<sup>th</sup>, 2022**

Please quote **SPSR22** in the subject line of your email.

**Search Committee/** Senior Patron Services Representative

Email: [jobs@youngcentre.ca](mailto:jobs@youngcentre.ca)

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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.