

## **Box Office Patron Services Representative Available**

The Young Centre for the Performing Arts is seeking multiple 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 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.**

### **KEY RESPONSIBILITIES**

Reporting to the *Patron Services Manager, Duty Manager* and *Senior PSR*, as an Usher, you will:

- Provide exemplary patron services to all customers and clients using the services of the Young Centre Box Office.
- Perform in-person and telephone ticketing, subscription, development and membership operations for all Young Centre clients using the Tessitura Ticketing Software.
- Maintain knowledge of the use of the Tessitura Ticketing Software, both database and online, and ensure data integrity.
- Maintain current information and practices regarding issues of individual privacy, operation of box office equipment and software, refunding, ticket scalping, etc.
- Troubleshoot ticketing issues.
- Print tickets 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**

- Knowledge of Tessitura Ticketing Software is an asset.
- Excellent oral communication skills.
- Attention to detail is critical.
- The ability to multi-task and work under pressure.
- A passion for the performing arts.
- Experience working with people from various communities, e.g. Deaf/Hard of Hearing, Newcomers, 2SLGBTQIA+, Older Adults, etc. is an asset.

### **Remuneration:**

- Hourly rate - \$16.87

### **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 poses a challenge. **Shifts will primarily be scheduled on evenings, weekends, and 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 accommodation 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 a resume and cover letter detailing how you can contribute to this dynamic not-for-profit arts organization by January 10<sup>th</sup>, 2024.

Please quote PSR24 in the subject line of your email.

**Search Committee/FOH Usher**

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

Mail: Front of House Applications  
c/o Tina Jones Young Centre for the Performing Arts  
50 Tank House Ln  
Toronto, ON M5A 3C4

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.