

## **Patron Experience Representative Role**

### **January 2024 Posting**

#### **Work with us**

The Theatre Centre is currently seeking casual part-time **Patron Experience Representatives** to join our team. Successful candidates will ideally begin immediately, with some flexibility around the start date.

Applicants for the Patron Experience team should be energetic, enthusiastic, and friendly with a passion for theatre, arts and connecting with our community. This is an occasional part-time opportunity on an as-needed basis with hours contingent on activity in the building. As a member of our team, you will be responsible for providing excellent customer service, cash handling, learning our ticketing software (*VBO Tickets*), and ensuring that our patrons have a great experience. This is an ideal position for someone who can easily learn new processes, is interested in engaging meaningfully with community members, and is flexible with scheduling on a bi-weekly basis.

The successful candidate is passionate, adaptable, and thrives in a fast paced community environment serving a range of constituents and needs.

The Theatre Centre will be accepting applications and interviewing on a continuous basis until the position is filled.

#### **About The Theatre Centre**

The Theatre Centre is a nationally recognized live-arts incubator and community hub. Our mission is to offer a home for creative, cultural and social interactions to invent the future. We make work that spans disciplines and genres; work that pushes the boundaries of what is considered performance.

In 2014, The Theatre Centre completed a \$6.2 million transformation of an iconic heritage building into a permanent home for the company. Since that time, we've established ourselves as a cultural & community hub in the heart of West Queen West. As a charitable organization, we continue to be known for having research & development at the heart of our artistic activities, through our long-term Residency Program. Recently among our Residency artists have been a choreographer, a performance artist, and a neurologist. No two projects are alike.

#### **Key responsibilities include:**

- Greeting and welcoming customers warmly as they arrive
- Selling, printing and distributing tickets to shows at The Theatre Centre
- Answering box office inquiries via phone and email, promptly and efficiently
- Answering questions about The Theatre Centre, rental productions
- Handling cash and card payments, ensuring proper cash handling procedures are followed
- Maintaining a clean and tidy box office area at all times
- Collaborating with all team members at The Theatre Centre to ensure smooth operations and exceptional customer service

**Desired qualities and qualifications:**

- Background in a box office/front of house environment
- Exceptional customer service and oral communication skills
- Strong attention to detail
- Excellent communication and organizational skills
- Weekend and evening availability
- Familiarity with any ticketing system/platform is critical, knowledge of VBO Tickets an asset

**Job Type**

Casual part-time

**Compensation**

\$18 per hour

**Application process**

The Theatre Centre is committed to employment equity. We encourage applications from queer, transgender and two-spirited people, First Nations, Inuit & Métis, Black people and people of color, and people with disabilities. We're also committed to providing accommodations for people with disabilities in all parts of the hiring process. If you require an accommodation, please let us know and we will work with you to meet your needs.

We would like this application to be as quick and easy for you as possible. Interested applicants should send their resume and a quick introductory email to [jobs@theatrecentre.org](mailto:jobs@theatrecentre.org). Please send one file as a PDF with the file name in the format of LASTNAME\_Firstname.pdf. In your email, please let us know where you heard about the job and why you would like to work with us!

We will be accepting applications and conducting in-person interviews on a continuous basis until the position is filled. We appreciate all applicants who submit resumes for The Theatre Centre postings. Personal responses to all inquiries may not be possible. Thank you for your interest!