

## **Work with us!**

As The Theatre Centre moves into a period of renewal and revitalization, we're looking to fill a brand new role to lead one of the most important aspects of the work we do together: welcoming people into our home.

Are you our new **Visitor Experience Manager**?

### **About the role:**

The Visitor Experience Manager will work closely with senior leadership to reimagine the ways in which our team engages with everyone who steps inside our doors. Led by our belief that cultural spaces should be public spaces, you'll be thinking about every facet of visitor experience, be they artists, audience members, or our neighbours looking for their morning caffeine fix and yummy baked goods.

You'll have the opportunity to experiment with us as we move forward with a more cohesive approach to all front of house operations, including both café/bar and box office management. We're hoping to learn how we can support those teams to feel more fully integrated and invested in the organization, so that our visitors, in turn, can learn more about us and feel more at home here.

We will work together to embody our ethos of "you are welcome here" as an ongoing and intentional practice.

A more detailed job description follows this call for applicants.

### **About You:**

We have a solid history at The Theatre Centre of focusing on finding the right human for a given role, and then training for the job. While this role will require applicants to bring certain experiences and qualifications into the mix, we are also highly interested in bringing on board the right person who is excited to invent the way forward with us.

- You set a high bar of excellence for yourself and the people you work with.
- You are gregarious with your guests, along with having a sensitivity to the needs of your introverted friends.
- You are extremely detail oriented when it comes to things like systems and processes, along with knowing that it's all the little things that can make or break the vibe of an event.
- You are excited by a challenge, you understand the value of generosity, and are driven by your curiosity.

### **Must-haves:**

- Café and/or bar and/or ticketing/box office/front of house experience
- Some leadership experience overseeing or training team members
- Strong computer skills with an aptitude for learning new software & programs
- Excellent communication skills, both written and verbal
- Customer service experience

**About The Theatre Centre:**

In 2014, The Theatre Centre completed a \$6.2 million transformation of an iconic heritage building into a live arts hub and incubator, and 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. Always questioning the notion of "what can a theatre be?", we are open and accessible every day of the week, providing a public space to the neighbourhood with free wifi, delicious coffee, and unbelievable baked goods, made in-house by our Baker-in-Residence. It's the most dangerous thing about working here.

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.

**Compensation**

Annual salary of \$59,000 + benefits

**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 colour, 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.

Please send your resume and cover letter to [jobs@theatrecentre.org](mailto:jobs@theatrecentre.org).

**Regarding your cover letter:** Please know that we are not looking for you to reiterate what is in your resume. If your resume tells us some of what you've done, then think of your cover letter as sharing with us some of who you are. Mostly we'd love to hear about what hosting means and looks like to you!

In your email, please let us know where you heard about the job. **Please send files as PDFs with file names in the format of** **LASTNAME\_Firstname\_VisitorExperienceManager.pdf**. We will be accepting applications and conducting interviews on a continuous basis as of Monday, July 6th until the position is filled.

Thank you for your interest! We thank all applicants who submit resumes for The Theatre Centre postings. Personal responses to all inquiries may not be possible.

## **Job Description – Visitor Experience Manager**

The Visitor Experience Manager reports to the Managing Director and Director of Operations. This role manages the full visitor experience for all activities and events at TC, including overseeing the Café/Bar and Patron Experience teams. Key responsibilities include:

### *Café/Bar Management\**

- Overseeing the daily operations of the café including managing all vendors, orders, inventory, and repairs as needed
- Maintaining compliance with all Health & Safety, Food & Beverage, and alcohol licenses and legislations applicable to the company
- Other duties as required

### *Box office Management\**

- Overseeing the set-up and online integration of events/shows and ticketing
- Developing seating and logistic plans for smooth visitor experiences (including safety and accessibility considerations) in consultation with the Director of Operations
- Managing and resolving patron enquiries as needed
- Other duties as required

### *Events Management*

- Liaising with rental companies/groups to ensure all Visitor Experience needs are managed appropriately and meet our high standards of care
- Maintain a comprehensive awareness of TC's activities and renter schedules to ensure all programs and events hosted at the building are supported in alignment with the company's mission and mandate
- Other duties as required

### *General Management*

- Recruiting and training Visitor Experience staff and volunteers as needed
- Scheduling Visitor Experience Staff and volunteer teams
- Regularly communications with front of house teams - ensuring they have the tools and knowledge to succeed in their roles
- Maintain front of house policies and procedures for audience safety, accessibility, and Emergency procedures in collaboration with the Director of Operations
- Working closely with the Managing Director to manage the finances of Visitor Experience
- Other duties as required

\*Some shift work on evenings and weekends will be required