

Front of House Usher Positions Available

The Young Centre for the Performing Arts is seeking Ushers in a casual, hourly part time and weekend capacity who will work with the Patron Services Department of the Young Centre.

The Organization:

A unique joint venture between Souleppper 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 RESPONSIBILTIES

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

- Provide exemplary customer service to all Patrons of the Young Centre
- Report directly to the on-duty Front of House Floor Captain during a given event.
- Be the point-person for a small team of volunteer ushers during a given event.
- Scan tickets, help patrons with seating, place volunteers where they are needed and help to keep them on-task and effective.
- Assist patrons in coat check.
- Be available to sell merchandise at intermission and end of show.
- Work closely with the Front of House Floor Captain to ensure that events run in a timely and organized fashion.
- 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.
- Excellent oral communication and customer service skills.
- Attention to detail is key.
- The ability to multi-task and work under pressure.
- First Aid certification is an asset.
- Experience working with people from various communities, e.g. Deaf/Hard of Hearing, Newcomers, 2SLGTBQIA+, Older Adults, etc. is an asset.

Remuneration:

- Hourly rate - \$16.55

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 10th, 2024.

Please quote USH24 in the subject line of your email.

Search Committee/FOH Usher

Email: 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.