



YOUNG CENTRE MANAGER OF PATRON SERVICES

JOB TITLE: Young Centre Manager of Patron Services

REPORTS TO: Senior Manager of Patron and Operations Services

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 one of Canada's leading performing arts, education and community outreach centres.

The Young Centre is committed to pursuing Radical Inclusion, working to build an organization where everyone's experience is both valued and reflected. We encourage applications from Indigenous, Black, Persons of Colour, Trans, and Disabled persons.

Applicants of all experience levels are welcome to apply. The skills and experience listed below are not absolute and if you believe you would be a good fit for the position, we would like to hear from you.

Job Description

The Young Centre for the Performing Arts is seeking a Manager of Patron Services in a full time position. This person will lead our Patron Services team, including Box Office and Front of House staff, in creating a welcoming and wonderful experience for all who visit.

LEADER IN PATRON SERVICES

1. Lead by example in providing exemplary patron services to all customers and clients of the Young Centre.
2. Ensure Patron Service issues are resolved in a timely and pleasant manner.
3. Maintain ongoing communication and rapport with other departments to fulfill Box Office and Front of House requirements.
4. Maintain up to date knowledge of the expectations of the AODA as it relates to the accessibility of the Young Centre spaces.
5. Liaise with Building Operations Management, Stage Door Café Manager and Stage Management to ensure the smooth running and timing of all performances in a clean, positive and safe environment for Staff, Patrons, and Artists.
6. In conjunction with the Operations Services Coordinator, act as a client liaison during special events when required.

LEADER OF STAFF

1. Administer the hiring, training and supervision, with assistance from Duty Managers, of all part-time patron services staff in both Box Office and Front of House departments.
2. Create and disseminate schedules for part time departmental staff and prepare departmental timecards for payroll.
3. Have thorough knowledge of collective agreement with IATSE B-173, to ensure adherence to the agreement for both staff and management.
4. In conjunction with the Senior Manager and the Duty Managers, complete performance reviews for part time FOH and Box Office staff.
5. In conjunction with the Duty Managers, coordinate the Young Centre's Volunteer Usher Program.

LEADER IN DATABASE KNOWLEDGE

1. Maintain extensive knowledge of the use of the Tessitura Ticketing Software, including online ticketing portal, and ensure data integrity.
2. Keep track of ticket inventory including ticket allocations and ticket holds, internal ticket orders for departments, as well as various ticketing processes using the Tessitura Ticketing Software.
3. Assist in the processes of performance and package builds to meet on-sale deadlines as needed.
4. Assist resident companies in development and oversight of telemarketing leads.
5. Provide ticketing services and assistance to Soulpepper Community Outreach team including education, and non-education groups.
6. Maintain current information and practices regarding issues of individual privacy, operation of box office equipment and software, refunding, ticket scalping etc.
7. Reconcile daily cash, credit card and debit deposits and post batches to finalize transactions.

COMPENSABLE FACTORS

Education and Experience:

Three years or more of Box Office and Front of House experience -some of it in a supervisory role. Strong ticketing software knowledge and/or Tessitura ticketing software knowledge necessary.

- General knowledge of Microsoft Outlook, Word and Excel
- An understanding of or experience with not-for-profit organizations.
- Must have, or be willing to obtain, current SmartServe and First Aid/CPR certifications

Skills:

- Proven skills in motivating and supervising others
- Strong leadership, decision-making, analytical and problem-solving skills
- Excellent planning, organizational, time-management and team building skills
- Strong interpersonal and oral/written communication skills
- Self-starter, detail oriented, flexible
- Ability to work independently as well as in a team environment
- Ability to thrive in a fast-paced work environment with multiple deadlines

Working Conditions

Performs duties in an office, call centre and front of house environment. Must be available to work regular office hours, however, due to the purpose for which the building exists, and the nature of the performing arts environment, some work will occur outside regular hours including evenings and weekends. Some stressful situations may arise involving large crowds in the building, as well as possible visitor illness or injury.

Compensation

- Annual Salary \$55K
- 10 vacation days, 5 paid sick days and 5 personal days
- Health and dental benefits

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 committed

to providing accommodations for persons with disabilities in all parts of the hiring process – if you require assistance, 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 to jobs@youngcentre.ca by no later than Friday October 4th, 2024.

Please quote **PSM24-1** in the subject line of your email.

Search Committee – Patron Services Manager

c/o Karen Turner, Senior Manager of Patron and Operations Services

Young Centre for the Performing Arts

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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.