

Patron Services Duty Manager Position Available

The Young Centre for the Performing Arts is seeking a **Duty Manager** to join the Patrons Services team, reporting to the Manager of Patron Services. This is a part-time position with guaranteed minimum weekly hours.

The Duty Manager will oversee the coordination of all Young Centre Patron and Operations Services before, during, and after performances, and events, with a focus on patron facing situations and interactions.

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 pursuing Radical 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

Under the supervision of, and in conjunction with, the Manager of Patron Services, the Patron Services Duty Manager will:

- Lead all front-of-house departments (box office, ushers, and café) in ensuring all who visit have a welcoming and wonderful experience.
- Oversee all front-of-house departments (box office, ushers, and café), and work with Building Operations and Stage Management to ensure the smooth running and timing of all performances in a clean, positive, and safe environment for Staff, Patrons, Volunteers, and Artists.
- Work with Patron Services Manager to ensure premium communication between all Front of House departments - Front of House staff-Usher, Box Office and Café staff.
- Assist Floor Captains with escalated patron questions and concerns during performance times.
- In the absence of senior management, coordinate responses of all departments in the event of an emergency or health incident.
- Assist with the training of ushers and floor captains; monitor staffing needs.
- Work with Patron Services Manager on notes from dress rehearsals to create accurate performance information to communicate to FOH staff, flagging any potential issues or need for content warnings.
- Assist in the coordination of merchandise sales, coat check, playbills, and other Front of House needs.
- In conjunction with the Operations and Events Coordinator, acts as a client liaison during special events as required.
- Assist in the coordination of volunteers including onboarding, training and scheduling through SignUp.com; act as the point of contact for Front of House communication with volunteers.
- Maintain excellent knowledge of the use of the Tessitura Ticketing and N-Scan Software.
- Acquire and maintain working knowledge of Touch Bistro café POS software.
- Work with Patron Services Manager and the Senior Manager of Patron and Operations Services to maintain effective fire and evacuation procedures; overseeing training and continuous updates to staff as procedures develop.
- Work with Patron Services Manager and the Senior Manager of Patron and Operations Services to ensure the Young Centre meets and exceeds all AODA standards of accessibility.
- Monitor FOH staff space, including inventory of marketing materials, programs and seat numbers.
- Members of the Young Centre Patron Services team are part of IATSE Local B-173, so the successful applicant(s) will be required to learn, and work within, the agreement between IATSE and the Young Centre.
- Other duties as required

KNOWLEDGE & SKILLS

- Three years or more of Box Office and/or Front of House experience with some supervisory experience
- Must have, or be willing to attain, current and recognized First Aid and CPR certifications
- Must have, or be willing to attain, Smart Serve
- Experience working with people from various communities Ex: Deaf/Hard of Hearing, Newcomers, 2SLGBTQIA+, Older Adults, etc. is an asset
- Strong ticketing software knowledge; Tessitura ticketing software knowledge an asset.
- General knowledge of Microsoft Outlook, Word and Excel
- An understanding of or experience with not-for-profit organizations.
- Strong interpersonal and oral/written communication 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.
- 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.

Remuneration:

- **Hourly rate - \$26.25**
- **Guaranteed minimum weekly hours – 12 Hours**

Working Conditions

Duties will be performed in an office, front of house and call centre 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 would pose a challenge. **Shifts will primarily be scheduled on evenings, weekends, 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 accommodations 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 resume and cover letter detailing how you can contribute to this dynamic not-for-profit arts organization to jobs@youngcentre.ca , no later than **Oct.22, 2024**

Please quote **PSDM24-A** in the subject line of your email.

Search Committee – Patron Services Duty Manager

Young Centre for the Performing Arts
50 Tank House Lane
Toronto, ON M5A 3C4
jobs@youngcentre.ca

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.