

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 Soulepper 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 top performing arts, education, and community outreach centre.

The Young Centre is an organization committed to pursuing radical inclusion. Applicants of all experience levels are welcome to apply. We encourage applications from Indigenous, Black, Persons of Colour, 2SLGBTQIA+ and Disabled Persons.

KEY RESPONSIBILITIES

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

- Proactively offer exemplary customer service to all guests of the Young Centre.
- Assist access to events by scanning tickets, offering information on way finding and seating.
- Be the point-person for a small team of volunteer ushers during a given event; ensure volunteers are located where they are needed and help to keep them on-task and effective.
- Understand and follow the relevant guidelines and rules in the AODA.
- Assist patrons in coat check.
- Maintain a clean environment within the venues by bussing glassware and plastic, recycling programs and inserts, disposing of other garbage, and alerting supervisors to larger maintenance or cleanliness issues.
- Be trained and 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 fashion according to the needs of all involved.
- 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

- 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.
- Smart Serve certification an asset.
- Experience working with people from various communities Ex: Deaf/Hard of Hearing, Newcomers, 2SLGBTQIA+, Older Adults, etc. is an asset.

Remuneration:

- 2024 Hourly rate - \$18.21
Guaranteed yearly increase.

Working Conditions

Duties will be performed in a front of house theatre 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 be scheduled on evenings, weekends, and will include some weekdays and 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 resume and cover letter detailing how you can contribute to this dynamic not-for-profit arts organization by October 18, 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 Young Centre Box Office
Young Centre for the Performing Arts
50 Tank House Lane
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.