



Patron Services Representatives Position Available

The Young Centre for the Performing Arts is seeking **Patron Services Representatives** in a casual, hourly part time 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 Canada's only performing arts, education and community outreach centre.

The Position:

Reporting to the *Assistant Patron Services Manager*, as a Patron Services Representative, you will;

- Provide exemplary patron services to all customers and clients using the services of the Young Centre Box Office.
- Perform in-person and telephone ticketing, subscription, development and membership operations for all Young Centre clients using the Tessitura Ticketing Software.
- Maintain knowledge of the use of the Tessitura Ticketing Software and ensure data integrity.
- Maintain current information and practices regarding issues of individual privacy, operation of box office equipment and software, refunding, ticket scalping etc.
- Troubleshoot ticketing issues
- Print tickets for subscription, single tickets and mail purposes
- Apply appropriate postage for mail batches and send to mailbox; and
- Perform other related duties as required.

Qualifications, Education and Experience:

- Knowledge of Tessitura Ticketing Software an asset
- Excellent oral communication skills
- Attention to detail critical
- The ability to multi-task and work under pressure
- A passion for the performing arts

The Opportunity:

The Young Centre is a state of the art performing arts facility. The **Patron Services Representative** holds a key role in providing excellent customer service. This position represents an incredible opportunity to participate in one of the most exciting arts organizations in Canada.

How to Apply:

Only candidates with legal authorization to work in Canada will be considered. The Young Centre for the Performing Arts is an equal opportunity employer and invites all applicants to apply for the position.

Please send resume and cover letter detailing how you can contribute to this dynamic not-for-profit arts organization.

Please quote **PSR17-1** in the subject line of your email.

Search Committee/Patron Services Rep

c/o Colleen Rodriguez, Assistant Patron Services Manager
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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.