

Immediate full-time position for a Patron Services Supervisor

The Young Centre for the Performing Arts is seeking a **Patron Services Supervisor** in a full-time capacity to join the Patrons Services team, reporting to the Assistant Patron Services Manager.

JOB PURPOSE

This full-time position will assist with the coordination of daily operations of the Patron Services Department including supervising both Box Office and Front of House casual staff and utilizing Tessitura to enhance the organizations' ticketing activities.

KEY RESULTS & RESPONSIBILITIES

Under the supervision of and in conjunction with the Assistant Patron Services Manager the Patron Services Supervisor:

- Assists with the coordination of daily operations of the Patron Services Department.
- Provides exemplary patron services to all customers and clients of the Young Centre.
- Trains and supervises part-time staff in both Box Office and Front of House.
- Schedules departmental staff and prepares departmental timesheets.
- Maintains ongoing communication and rapport with other departments to fulfill Box Office and Front of House requirements.
- Liaises with Building Operations Management, Young Centre Cafe 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.
- Coordinates Front of House functions such as Patron seating, lobby displays and upkeep.
- Coordinates the Young Centre's Volunteer Usher Program
- Resolves all Front of House issues in a timely and pleasant manner.
- Coordinates merchandise sales, coat check, playbills and other Front of House needs.
- Maintains knowledge of the use of the Tessitura Ticketing Software and ensures data integrity.
- Assists the Assistant Patron Services Manager with supervising ticket inventory including ticket allocations and ticket holds, internal ticket orders for departments, as well as various ticketing processes using the Tessitura Ticketing Software.
- Remains current and up to date with all Young Centre Health and Safety Procedures, including First Aid Training.
- Works closely with the Senior Manager of Patron and Operations Services and Assistant Patron Services Manager to ensure the Front of House is a safe environment by reporting all deficiencies encountered.
- Providing concierge ticket services for non-education groups.
- Maintains current information and practices regarding issues of individual privacy, operation of box office equipment and software, refunding, ticket scalping etc.
- Generates accurate and timely box office sales and activity reports as well as all relevant reports as required by various departments.
- Participates in the processes of performance and package builds to meet on-sale deadlines as needed.
- Reconciles daily cash, credit card and debit deposits and post batches to finalize transactions.
- In conjunction with the Operations Services Coordinator, acts as a client liaison during special events when required.
- Assists with tours and promotion of the facility; and
- Contributes to the overall success of the Young Centre by accomplishing related results as needed.

COMPENSABLE FACTORS

Qualifications

Education: Post-secondary education or equivalent combination of education and professional experience.

Experience: Three years or more of Box Office and Front of House experience with some supervisory experience.

Knowledge:

- 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.

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

Problem Solving

Judgement is required when coordinating daily operations of the Patron Services Department. Misinformation in reporting to the Assistant Patron Services Manager or others could affect the overall image of the Young Centre. Mistakes in revenue processing could cause extra work to resolve and if undetected, could cause embarrassment or problems in relation with patrons. Work is reviewed by the Assistant Patron Services Manager limiting the potential for misleading errors.

Accountability

This role is responsible for the coordination of the daily operations of the Patron Services Department and is directly accountable for ensuring that the Patron Services Department is well equipped for day to day operations.

Effort

The Patron Services Supervisor will be expected to work well in a fast paced environment and meeting deadlines with high volume workloads.

Working Conditions

Performs duties in an office, call centre and front of house environment.

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 qualified applicants to apply for the position. The Young Centre for the Performing Arts is committed to providing accommodations for persons with disabilities. If you require accommodation please let us know and we will work with you to meet your needs.

Please send resume and cover letter **with salary expectations** detailing how you can contribute to this dynamic not-for-profit arts organization by no later than **Friday May 19, 2017**.

Please quote **PSS17-1** in the subject line of your email.

Search Committee – Patron Services Supervisor

c/o Tal Hebdon, Senior Manager of Patron and Operations Services
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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.