

Immediate full-time position available for a Senior Manager of Patron & Operations Services

THE ORGANIZATION:

A unique joint venture between Souleppper Theatre Company and George Brown College, the Young Centre, located in Toronto's Distillery Historic District, is Canada's only performing arts, education and community outreach centre.

Designed by Thomas Payne of Toronto's internationally renowned Kuwabara Payne McKenna Blumberg Architects, the facility features 46,000 square feet of combined heritage and contemporary architecture with five flexible performance spaces, ranging in size from 80 to 300 seats; numerous rehearsal studios, classrooms, administrative offices and a central atrium with café/bar.

THE POSITION:

The Senior Manager of Patron & Operations (the "Senior Manager") Services is a full time permanent position, reporting to the Director of Finance. The Senior Manager directs and manages the Patron Services Department to ensure exemplary box office and front of house services are provided to all patrons and clients of the Young Centre for the Performing Arts and its Founding Partners, Souleppper and George Brown College. The Senior Manager also directs and manages the Operations Services function including interaction with Founding Partners, maximization of third party rentals and space usage, and oversight of in-house cafe, to ensure outstanding service and a positive revenue contribution.

The Senior Manager manages a team of four direct reports with additional full-time and part-time Box Office and Front of House staff.

RESPONSIBILITIES:

Under the supervision of the Director of Finance and working closely with the Director of Communications, and the Director of Production the Senior Manager is responsible for the following duties:

General:

1. Develops, implements and refines policies and procedures in Box Office, Front of House and Operations Services;
2. Directs Patron Services and Operations Services department staff to accomplish department results by overseeing recruitment, selection and development of staff, communicating expectations, appraising results, and providing opportunities for professional growth;
3. Liaises with Building Operations department to ensure a clean, safe, attractive and accessible environment for clients, patrons, and staff;
4. Acts as primary point of contact for the Young Centre's Founding Partners;
5. Acts as senior representative of the Young Centre staff to all staff, patrons and clients;

Patron Services (Box Office and Front of House):

6. Oversees the use and ongoing development of the Tessitura ticketing software, leveraging all aspects to best suit organizational needs and ensure data integrity;
7. Ensures the efficient and effective management of all Box office functions in a multi-channel sales environment;
8. Reviews daily maintenance and control of ticket inventory as needed;
9. Generates accurate and timely Box Office sales and activity reports as well as all relevant reports as required by various departments;
10. Manages the processes of performance and package builds while meeting on-sale deadlines;
11. Ensures the efficient and effective management of all Front of House functions;
12. Maintains professional and technical knowledge on issues of individual privacy, operation of Box Office equipment and software, refunding, ticket scalping etc. to ensure compliance with legislation and industry best practices;
13. Acts as the Young Centre's Privacy Officer;

14. Manages departmental expense budget;

Operations Services:

15. Develops and implements strategies to maximize event rental and space usage, in consultation with senior management;
16. Oversees the in-house café operations, providing guidance to Café Manager regarding staffing, identifying opportunities to maximize concession and catering revenue and ensuring exemplary customer service;
17. Oversees the use and ongoing development of the venue management software, leveraging all aspects to best suit organizational needs and ensure data integrity;
18. Manages department budgets;
19. Acts as the primary contact with the Distillery Historic District regarding outdoor special events where the Young Centre is impacted and involved;
20. Contributes to the overall success of the Young Centre by accomplishing related results as needed.

COMPENSABLE FACTORS:

Qualifications

- Education: Post-secondary degree in Arts Administration and/or an equivalent combination of education and professional experience
- Experience: Five + years of Box Office/FOH experience, minimum 2 years' managerial experience. Previous experience in venue/events management preferred.
- Knowledge: Superior knowledge of patron services policies and procedures in the performing arts sector and industry best practices. Extensive knowledge of ticketing database management and hands-on management experience with *Tessitura* ticketing software. Excellent understanding of venue policies and procedures. Strong understanding of financial principles. Strong knowledge of Microsoft Office (Excel, Word, Outlook). Knowledge of event software an asset. Some knowledge of AGCO regulations is an asset. An understanding of or experience with not-for-profit organizations.

Skills:

- Superior proficiency in motivating, leading and managing others
- Superior customer service competencies
- Proven skills in venue operations management
- 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
- Aptitude for identifying and developing revenue-generating opportunities
- Self-starter, detail oriented, flexible
- Ability to work independently as well as in a team environment
- High performance mentality – able to thrive in a fast-paced environment with ambitious goals and multiple priorities

Problem Solving:

Judgement is required in supervision of staff and in dealing with the public. Misinformation in reporting to Managing Director and/or Finance department or others could lead to faulty decisions. Misinformation in payroll matters could cause staff relations problems. Misinformation/errors in customer and client service issues could result in lost revenues and/or poor customer/client relations, and damage to the public profile of the Young Centre. Guidance is provided by the Managing Director (and/or Finance department) limiting the potential for misleading errors.

Accountability:

Responsible for timely and error-free implementations and usage of *Tessitura* ticketing software, effectively management of Front of House functions, and ability to maximize Café and space usage revenues. Responsible for ensuring the Young Centre's adherence to customer service standards, financial, and health and safety policies and procedures with respect to patrons and clients.

Effort:

Position requires attentiveness to detail, planning and analysis to manage multiple stakeholders and deadlines. Multiple deadlines and departments in a fast paced environment increase stress and the mental effort required to complete tasks.

Working Conditions:

Performs duties in an office, call centre and front of house environment. A flexible work schedule, including some evening and weekend work, is required.

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, then please let us know and we will work with you to meet your needs.

Please send resume and cover letter **stating salary expectations** detailing how you can contribute to this dynamic not-for-profit arts organization by no later than **Wednesday, June 28, 2017**.

Please quote SMPOS17-1

Search Committee – Senior Manager of Patron & Operations Services

c/o Sarah Farrell, General Counsel and Director of HR
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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.