



Position: Front of House Floor Captain (Part-Time)

Reports to: Assistant Patron Services Manager

The Young Centre for the Performing Arts is seeking **Floor Captain** in an hourly part time capacity who will work with the Patron Services Department of the Young Centre.

The Organization:

A unique joint venture between Soulpepper 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 Floor Captain, you will;

- Provide exemplary patron services to all customers and clients of the Young Centre.
- In conjunction with the Assistant Patron Services Manager, liaise with Building Operations Management, Café Supervisor 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.
- Coordinate all Front of House functions including Patron seating, lobby displays and upkeep.
- Assist in supervision and scheduling of ushers and volunteers.
- Resolve all Front of House issues in a timely and pleasant manner.
- Remain current and up to date with all Young Centre Health and Safety Procedures, including First Aid Training.
- Work closely with the Assistant Patron Services Manager to ensure the Front of House is a safe environment by reporting all deficiencies encountered.
- Complete a Front of House Show Report on a daily basis to ensure Technical and Patron Service issues are effectively communicated to the appropriate groups.
- Perform other related duties as required.

Qualifications, Education and Experience:

- Exemplary leadership skills and ability to manage paid and volunteer staff.
- Ability to remain calm in dynamic and high pressure situations.
- Excellent oral communication skills.
- Excellent computer skills (Tessitura is an asset).
- Attention to detail is critical.
- Ability to multi-task and solve problems creatively.
- A passion for the performing arts.

The Opportunity:

The Young Centre is a state of the art performing arts facility. The **Floor Captain** 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 by no later than 5:00pm

Tuesday November 22, 2016

Please quote **FC16-1** in the subject line of your email.

Search Committee/Floor Captain

c/o Colleen Rodriguez, Assistant Patron Services Manager

Young Centre for the Performing Arts

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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.