

Employment Opportunity

Customer Service Positions:

**Theatre Attendant, Box Office Attendant,
Concession Attendant, Event Attendant**

**Civic Theatres Toronto
Toronto, Canada**

Civic Theatres Toronto is currently seeking customer service representatives to join us for our diverse lineup of shows and other activities at the Sony Centre for the Performing Arts, St. Lawrence Centre for the Arts and Toronto Centre for the Arts.

These are seasonal part-time positions for outgoing customer service oriented team players that thrive in a fast paced, diverse theatre environment.

These positions work a varied schedule including weekdays, weekday evenings and weekends. Candidates must have a flexible schedule and be available to work any of the above. Weekday matinee shifts are mandatory. This is a unionized position; successful candidates will be required to join IATSE Local B-173.

The successful candidate will be assigned a home classification from one of the three Civic Theatres Toronto (CTT) venues, however additional work schedules may be assigned to any CTT venue.

THEATRE ATTENDANT POSITION:

This position reports to the Director of Patron Services and the Senior Manager, Patron Services. Duties and responsibilities include:

- Direct patrons to seats and theatre amenities
- Program distribution
- Scanning tickets
- Communicating patron concerns to house management in a timely fashion
- All aspects of customer service
- Acting as a sales and marketing ambassador to incoming audiences

Position Requirements:

- A commitment to superior customer service
- An outgoing personality, strong communication skills and an enjoyment interacting with people
- A calm attitude
- An interest in promoting upcoming CTT shows and events
- The ideal candidate is able to be on his or her feet for at least 90 minutes and can lift up to 40 pounds
- Prior theatre experience is considered an asset

BOX OFFICE ATTENDANT POSITION:

This position reports to the Manager of Box Office Services and the Assistant Manager of Box Office Services. Duties and responsibilities include:

- Answer patron inquiries and conduct sales of tickets, packages and gift certificates in-person at the Box Office location or by telephone, using the Ticketmaster suite of softwares
- Balance and account for cash and credit card receipts from sales transactions
- Provide exceptional front line customer service and problem solving to the ticket buying public
- Organize and distribute "will-call" tickets
- Assist with organization and clerical duties as assigned within the Box Office
- Foster and maintain a positive and proactive attitude toward the company and its activities

Position Requirements:

- A commitment to superior customer service
- A commitment to being punctual, presentable and friendly
- An understanding of event ticketing
- A willingness to work in a diverse and non-traditional environment
- Must possess basic math skills and have the ability to handle money
- A minimum of one year cash handling and customer service experience
- Personal computer skills with the Windows operating system
- Fluency in a language other than English is considered an asset

CONCESSION ATTENDANT POSITION:

This position reports to the General Manager of Food & Beverage. Duties and responsibilities include:

- Set up and maintain all stock items related to food and beverage at each stand
- Take orders from patrons including food, soft drinks, beer and wine
- Ring orders into register, collect payment and make change
- Verify legal age of patrons when required
- Practice safe serving techniques and inform supervisor of any action that is necessary
- Performs other duties as assigned by supervisor

Position Requirements:

- Smart Serve Certified
- Legal age to serve alcohol in Ontario
- Minimum 2-3 years experience in a comparable food and beverage environment (including cash-handling and serving alcohol)
- Must possess basic math skills and have the ability to handle money
- Must be able to stand and exert fast-paced mobility for entire shift
- Must be able to frequently lift and carry food and other items weighing up to 45 pounds and occasionally greater
- Ability to understand and follow directions from a supervisor
- Self-motivated and team player

- Displays high initiative and requires minimal supervision
- Customer Service Skills
- Well groomed, mannerly, co-operative and outwardly friendly (team-oriented)

EVENT ATTENDANT POSITION:

This position reports to the Manager, Events, or designate. Duties and responsibilities include:

- General event set up and tear down
- Liaising with clients to ensure events are executed to their satisfaction
- Interacting and greeting patrons in various customer service roles
- Organizing guests for artist meet and greets
- Backstage dressing room and crew catering set up and tear down
- Overseeing and serving food and beverage stations for events as needed
- Accepting and organizing deliveries

Position Requirements:

- Excellent interpersonal and relationship building skills to communicate effectively and diplomatically with patrons, clients and staff
- Crowd management skills, including ability to coordinate orderly movement and maintain safety of large numbers of people in states of high emotion
- Coordination and planning skills, excellent oral and written communications skills
- Knowledgeable in safety and emergency response procedures to identify, assess and resolve patron problems
- Smart Serve Certified and legal age to serve alcohol in Ontario

THE ORGANIZATION:

In 2015, Toronto's City Council approved the consolidation of the governance and operations of the St. Lawrence Centre for the Arts, The Sony Centre for the Performing Arts, and Toronto Centre for the Arts into one new organization under the direction of a City appointed board called Civic Theatres Toronto.

The mandate of Civic Theatres Toronto is to provide quality performance and event facilities and to promote its contribution to the artistic, cultural and social vitality of Toronto and its communities. The Board of Directors of Civic Theatres Toronto is responsible for overseeing the business affairs of the three venues.

HOW TO APPLY:

Interested applicants should email a cover letter and resume for confidential consideration to jobpostings@sonycentre.ca. Please include 'Theatre Attendant Position', 'Box Office Attendant Position', 'Concession Attendant Position' or 'Event Attendant' in the subject line.

Successful applicants will be assigned to a home venue, which will be their primary place of employment within Civic Theatres Toronto. To assist us in organizing interviews and considering placements, please indicate in your email which centre(s) (Sony Centre, St. Lawrence Centre, Toronto Centre) you wish to be considered for a your home venue.

No phone calls please.

Civic Theatres Toronto thanks all applicants in advance. Only those candidates selected for an interview will be contacted.

CTT is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources department will work with applicants requesting accommodation at any stage of the hiring process.

CTT is committed to building a more diverse workplace and encourage all qualified applicants to apply.

Date Posted: March 22, 2018

Application Deadline: April 5, 2018

Start Date: ASAP