



## **Job Posting – Audience Services Supervisor**

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<b>Position:</b>	Audience Services Supervisor
<b>Status:</b>	Permanent full-time
<b>Hours of Work:</b>	Office hours with occasional evenings and weekends
<b>Compensation:</b>	\$38,000-\$40,000 plus extended benefits including pension plan

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Gateway Theatre enriches the quality of life in Richmond and surrounding communities by creating outstanding professional theatre and serving as a dynamic hub for the performing arts. Incorporated in 1982, Gateway has grown into one of the largest professional theatre companies in the Lower Mainland. We serve the community through professional live theatre productions, theatre education for youth, and community venue rentals.

### **Position Summary**

The Audience Services Supervisor oversees the delivery of excellent front of house services to patrons of the theatre plus ensures the smooth planning and execution of internal events.

### **Responsibilities**

Reporting to the Patron Services Manager the Audience Services Supervisor will

- Oversee all FOH and Bar customer service
- Manage the Volunteer Program
- Supervise all concession operations
- Oversee booking of Gateway facilities for all internally-driven events
- Function as the Liquor License Resident Manager and ensure compliance with all regulations

### **Experience & Qualifications**

- 3-5 years performing arts administration experience, including:
  - o Front of House management
  - o Event planning
  - o Volunteer management
- High standard of customer service
- Excellent organizational skills and attention to detail
- Strong verbal and written communications and interpersonal skills
- Ability to prioritize, manage multiple projects and meet deadlines
- Proven ability to manage others
- A collaborative, innovative and flexible approach to work

### **To Apply**

Please send a resume and cover letter outlining your suitability for the position to Greg Bricknell [gbricknell@gatewaytheatre.com](mailto:gbricknell@gatewaytheatre.com)

Gateway Theatre is committed to employment equity and request that any required accommodations be noted in cover letters. We thank all applicants, but only those considered for an interview will be contacted.

**Deadline 5pm October 3, 2019. Applications will be processed as they are received.**