



Job Posting – Paton Services Supervisor

Status:	Casual
Hours of Work:	Variable, 5-20 hrs / week, must be available evenings and weekends (some weekday shifts will be required)
Compensation:	\$18.50 / hr

Driven by a passion to serve its audiences in bold and innovative ways, Gateway Theatre enriches the quality of life in Richmond and surrounding communities by creating outstanding artistic offerings and by serving as a dynamic hub for the performing arts. To achieve our organizational mission and connect with the changing population of Richmond, we employ staff with eclectic and multifaceted expertise. As a group we take risks, we empower, we go beyond, we listen. We embrace difference as something that challenges our understanding and provokes our growth. So, if you won't settle for the expected, you have found your crew.

The Patron Services Supervisor is a personable and adaptable individual responsible for overseeing day-to-day customer service operations. The Patron Services Supervisor is a member of a team of casual staff providing front-line customer service in support of Gateway's artistic offerings. Depending on the operational needs for each event, the Patron Services Supervisor will oversee either box office or front of house operations. Candidates may come to this position with a background in customer service, sales, volunteer coordination, event planning or similar / related environments.

Front of house responsibilities will include

- Supervising and coaching staff and volunteers
- Efficiently coordinating the front of house operations during events, communicating with other operational departments to ensure prompt show start times and intermissions
- Troubleshooting any challenges that may arise during an event or performance and documenting them
- Responding to patron enquiries and conveying questions to the appropriate staff member for follow up as needed
- Preparing and submitting detailed written reports for each event
- Delivering exceptional customer service while demonstrating and upholding Gateway Theatre's values and policies
- Representing Gateway Theatre in a professional, welcoming, and inclusive manner

Box office responsibilities will include

- Selling tickets, processing course registrations, and soliciting donations at the box office, by email and by phone
 - Responding to patron inquiries at the box office, by email and by phone
 - Preparing box office reports as required by the Patron Services department
 - Reconciling debit and credit sales each day
 - Outbound sales calling
 - Handling confidential information with discretion and professionalism
 - Delivering exceptional customer service while demonstrating and upholding Gateway Theatre's values and policies
 - Representing Gateway Theatre in a professional, welcoming, and inclusive manner
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Experience, Qualifications & Attributes

- Experience and comfort in leading a team
- Fluency in English, both oral and written
- Cantonese or Mandarin language skills are an asset, but not required
- Exemplary written and oral communication skills
- Experience in customer service or sales
- Experience with POS systems or ticketing software
- Calm under pressure, with the ability to adapt to change at short notice, and a desire to learn and develop
- Ability to listen to concerns and respond to challenges with creativity and generosity
- Excellent attention to detail and organizational skills
- Ability to delegate and prioritize tasks in a confident manner
- Ability to move between independent self-directed tasks and collaborative work
- Comfortable working alone and able to lift heavy supplies on occasion
- Experience and comfort with public speaking
- Experience in customer service, hospitality, or event management
- Experience working with or overseeing volunteers

Candidates with relevant, transferable skills who do not exactly meet the above specification are encouraged to apply.

Requirements

- Over 19 years of age with a valid "Serving it Right" certificate and Foodsafe Level 1 certificate
- Occupational First Aid Level 1 certificate is required (training will be provided by employer if required)
- Experience with equity, inclusion, and anti-oppression policies and practices
- Legally able to work in Canada (Canadian citizenship, permanent residency or existing open work permit)
- The Patron Services Supervisor will be required to provide proof of two doses of a Health Canada-approved COVID-19 vaccination before their first day of work

Gateway Theatre strives to be an equitable and inclusive workplace. We value an open and diverse community that fosters the inclusion of many different voices. We encourage applications from members of communities that have been marginalized based on sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, or identity as an Indigenous person. We welcome self-identification in your application. Please also note any accommodations or accessibility requirements in your cover letter.

To Apply

Please send a resume and cover letter outlining your suitability for the position to Oona Iverson at oiverson@gatewaytheatre.com. **Deadline 5pm July 4.** We thank all applicants, but only those considered for an interview will be contacted.