

# canadianstage

Matthew Jocelyn, Artistic & General Director

**POSITION TITLE:** Assistant Audience Services Manager  
**STATUS:** Full-time, permanent  
**START DATE:** Immediately

## THE POSITION

Canadian Stage, one of Canada's leading professional non-profit theatres, is searching for a ticketing professional to join our Audience Services team. Reporting to the Audience Services Manager, the Assistant Audience Services Manager is critical for delivering superior customer service and involves direct interaction with the public.

The Assistant Audience Services Manager will assist with overseeing all box office support including personnel management, financial responsibilities and reconciliations, revenue generation, training and customer service excellence, partner company and rental support. At Canadian Stage we are committed to great customer service, offer a fun work environment and flexible work schedules, and most of all: we believe in the art that we are presenting.

## KEY RESPONSIBILITIES

### Leadership

- Provide direct leadership, coaching and training, and a positive team environment to support Audience Services team in achieving service excellence and maximum revenue
- Assist in managing the day-to-day operations of the Berkeley Street Theatre, Bluma Appel Theatre and High Park Amphitheatre, with the ultimate goal of optimizing the ticketing process to maximize the patron's overall experience
- Provide Front of House support at the Berkeley Theatres and High Park Amphitheatre in the absence of the Front of House Manager
- Balance multiple requests and projects at the same time, meeting deadlines and sending follow-up messages to confirm the completion of tasks
- Maintain office cleanliness, filing and sorting weekly
- Ensure that Canadian Stage collateral is available and strategically placed throughout the lobbies in all theatre locations
- Handle escalating patron complaints

### Personnel

- Plan, assign and direct the work of all Audience Services staff including producing a daily "to do" list when the box office experiences lower call volumes and minimal walk-up traffic
- Uphold all Audience Services policies and procedures including general ticketing, customer service standards, promotional activities, patron privacy and PCI compliancy, AODA compliancy, employee health and wellness and internal computer use
- Ensure that the Audience Services team has all the tools to learn and talk about Canadian Stage programming in great detail

# canadianstage

Matthew Jocelyn, Artistic & General Director

- Regularly appraise staff performance including rewarding and ongoing coaching
- Collaborate with the Audience Services Manager to complete annual staff evaluations for each Audience Services team member.

## **Financial**

- Assist and manage the collection of all ticket revenue. Ensure that all transactions are handled with the greatest attention to detail, discretion and security. Demonstrate skill and accuracy in handling cash and credit card transactions
- Oversee for end-of-day financial reconciliations
- Oversee the ticket stock and wallet inventory, including quarterly reports to the Associate Director of Audience Services

## **Revenue Generation**

- Ensure that all team members are maximizing revenue using pricing, promotional and up-sell strategies established by the marketing team
- Monitor ticket inventory daily and apply hold/release strategy as scheduled or when necessary
- Verify and test all performances, pricing and promo codes built in AudienceView (“AV”) to ensure accuracy before they go live

## **Partner and Rental Support**

- Assist with the management of the day-to-day collaboration with the Berkeley Street Partner companies and renters. Ensure that ticket allocations and promotions are correct and communicated to staff
- Financial reporting and documents requested by Partners in the absence of the Audience Services Manager
- Monitor and process ticket order requests

## **Training and AudienceView CRM system specialist**

- Be one of the organization’s AudienceView experts. Provide introductory and advanced AV training to all Canadian Stage staff. Keep abreast of new technologies available in AV, with the ultimate goal of maximizing the organization’s use of AV
- In collaboration with the Audience Services Manager, lead the testing and implementation (including sign off) of AV upgrades
- Stay abreast of Canada Post addressing standards and ensure that addresses entered in AV are correctly formatted.
- Ensure that all NCOA, NIXIE and uncorrectable addresses are corrected in AV.
- With the Audience Services Manager, take the lead on technical issues and troubleshooting

## **Hours and Expectations**

- Hours are subject to programming and performance schedule. Expect hours to vary. Vacation is to be taken during non-performance periods

# canadianstage

Matthew Jocelyn, Artistic & General Director

- When the Audience Services Manager is not present, the Assistant Audience Services Manager will assume his/her responsibilities

## QUALIFICATIONS

The successful candidate will have:

- At least two years experience working in a box office environment  
Previous management or supervisory experience
- Availability to work evenings and weekends
- Knowledge of CRM ticketing systems (AudienceView experience preferred).

## APPLICATION PROCESS

Please apply with a Letter of Interest (including salary expectations) and resume by email to April Moon, Associate Director of Audience Services, at [amoon@canadianstage.com](mailto:amoon@canadianstage.com). Applications will be accepted until Monday, March 19, 2018. Please note "Assistant Audience Services Manager" as the subject line.

*We thank everyone who applies for their interest, but only candidates selected for an interview will be contacted. All applications are considered confidential.*

*Canadian Stage welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*

## COMPANY OVERVIEW

Founded in 1987, Canadian Stage is one of the country's leading not-for-profit contemporary theatre companies, with the 2017.18 season marking the organization's 30th season. Led by Artistic & General Director Matthew Jocelyn, Canadian Stage produces and showcases innovative theatre from Canada and around the world, allowing its audience to encounter daring work guided by a strong directorial vision and a 21st-century aesthetic. The company prides itself on presenting multidisciplinary pieces and work in translation that pushes the boundaries of form and style. Canadian Stage reinforces the presence of Canadian art and artists within an international context through work that mirrors the cultural diversity of Toronto. The company stages an annual season of work at three major venues (the Bluma Appel Theatre, the Berkeley Street Theatre and the High Park Amphitheatre) and runs a series of artist development and education initiatives, as well as youth and community outreach programs. For more information, visit [www.canadianstage.com](http://www.canadianstage.com).