

canadianstage

Matthew Jocelyn, Artistic & General Director

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

Canadian Stage, one of Canada's leading professional non-profit theatres, is searching for an Audience Services Manager. Reporting to the Associate Director of Audience Services, this position is critical for delivering superior customer service and involves direct interaction with the public.

THE POSITION

Leadership

- Provide direct leadership, coaching and training, and a positive team environment to support supervisors and representatives in achieving service excellence and maximum revenue
- Assist in managing the day-to-day operations of the Berkeley Street Theatre and Bluma Appel Theatre, with the ultimate goal of optimizing the ticketing process to maximize the patron's overall experience
- Balance multiple requests and projects at the same time
- Handle escalating patron complaints

Personnel

- Interview, hire and train supervisors and representatives
- Uphold all box office policies and procedures including general ticketing, promotional activities, patron privacy and PCI compliancy, AODA compliancy, employee health and wellness and internal computer use
- Ensure that the box office team has all the tools to learn and talk about in Canadian Stage programming in great detail
- Create and maintain secured files for each team member
- Create and present annual staff evaluations for each box office team member

Financial

- Oversee 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 handling cash and credit card transactions
- Manage (limited) access to the box office safe and key box.
- Oversee and sign-off on end-of-day financial reconciliations

Revenue Generation

- Ensure that all team members are 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

canadianstage

Matthew Jocelyn, Artistic & General Director

Partner and Rental Support

- Manage the day-to-day collaboration with the Berkeley Street Partner companies and renters.
- Create financial reports and documents requested by Partners
- Monitor ticket inventory daily and apply hold/release strategy as scheduled or when necessary

Phone System Support

- Update phone messaging weekly and/or as needed
- Organization's expert on phone system including creation of documentation, cross training, system evaluation and upgrades

Training, Direct Mail, and AudienceView CRM System Specialists

- Be one of the organization's AudienceView experts. Provide introductory and advanced AV training to all Canadian Stage staff.
- With the Assistant Audience Services Manager, take the lead on troubleshooting technical issues

Patron Service, Front of House

- In collaboration with the Front of House Manager, implement a patron service strategy and policy manual that addresses standards of excellence and best practices
- Shift coverage for Front of House at the Berkeley Theatres and Shakespeare in High Park

QUALIFICATIONS

The ideal candidate will have the following qualifications:

- Experience working in a box office with management or Supervisory experience
- Strong organizational and management skills
- Knowledge of ticketing CRM systems, including AudienceView
- Excellent interpersonal skills
- First aid and CPR trained
- Ability to work in a fast-paced environment with many disruptions
- Available to work evenings, weekends and statutory holidays

The physical demands of this position include:

- Constant standing and walking throughout shift
- Frequent lifting and carrying up to 20 pounds
- Occasional kneeling, pushing, pulling and lifting
- Occasional ascending or descending ladders, stairs and ramps

canadianstage

Matthew Jocelyn, Artistic & General Director

APPLICATION PROCESS

Please apply in confidence with a Letter of Interest and resume by email to April Moon, Associate Director of Audience Services, at amoon@canadianstage.com by **Wednesday, May 17, 2017**. Please note "Application for 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 2016.17 season marking the organization's 29th season. Led by Artistic & General Director Matthew Jocelyn and Managing Director Su Hutchinson, 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.