

canadianstage

Position: Audience Services Manager

Status: Full time

Dates: starting immediately

POSITION SUMMARY

Canadian Stage is hiring 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 Audience Services Manager oversees all box office support including personnel management, financial responsibilities and reconciliations, revenue generation, training and customer service excellence, partner company and rental support, and phone system support.

The major responsibilities of the position include:

Leadership

- Provide direct leadership, coaching and training, and a positive team environment to support Audience Services team in achieving service excellence and maximizing inventory
- Assist in managing the day-to-day box office 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 appropriate follow-up as required
- Ensure office cleanliness, filing and mail sorting are completed each week
- Ensure that Canadian Stage collateral is available and strategically placed throughout the lobbies in all theatre locations
- Handle escalating patron complaints

Personnel

- Interview, hire and train all Audience Services staff
- Plan, assign and direct the work of supervisors and reps including producing a daily "to do" list for reps when the box office experiences lower call volumes and minimal walk-up traffic
- Implement all Audience Services policies and procedures including general ticketing, customer service standards, promotional activities, patron privacy and PCI compliancy, AODA compliancy, Ticket Act, employee health and wellness and internal computer use
- Ensure that the Audience Services team has all the necessary tools to learn about and engage with audiences with respect to Canadian Stage programming
- Conduct and oversees staff performance management process for direct and indirect reports

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 in handling cash and credit card transactions
- Manage access to the box office safe and key box. Ensure that cash and deposits are protected and secured at all times
- Responsible for end-of-day financial reconciliations

Revenue Generation

- Ensure that all team members are maximizing revenue using pricing, promotional and up-sell strategies established by the marketing team
- Contribute to season onsale to establish ticket pricing and optimum seating configurations to maximize ticket sales
- Monitor ticket inventory daily and apply hold/release strategy as scheduled or when necessary
- Proof all performances, pricing and promo codes built in AudienceView to ensure accuracy before they go live

Partner and Rental Support

- Manage 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
- Create financial reports and documents requested by partner companies
- Monitor ticket inventory daily and apply hold/release strategy as scheduled or when necessary

Phone System Support

- Update phone messaging weekly with “coming up” messages and hours of operation
- Maintain Artistic Director’s “Season Overview” message, deleting or re-recording shows that have passed or new shows coming up
- Organization’s expert on phone system including creation of documentation, cross training, system evaluation and upgrades

Training, Direct Mail and AudienceView CRM System Specialist

- Be one of the organization’s AudienceView (“AV”) 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 organizations use of AV
- Provide AV training to Box Office, Marketing, Development and Finance
- Ensure that all NCOA, NIXIE and uncorrectable addresses are updated in AV
- With the Assistant Audience Services Manager, take the lead on technical issues and troubleshooting
- Participate with the monthly conference call with our AV Customer Success Manager

Hours and Expectations

- Hours are subject to programming and performance schedule. Expect hours to vary from week to week including some evenings and weekends
- Vacation is to be taken during non-performance periods

The ideal candidate will have the following qualifications:

- First aid and CPR trained (training can be provided)
- Health & Safety Supervisor training certificate (training can be provided)
- 3 years experience working in a box office
- Management or Supervisory experience
- Available to work evenings, weekends and statutory holidays
- Excellent interpersonal skills
- Knowledge of ticketing CRM systems, especially AudienceView
- Strong organizational and management skills
- Ability to work in a fast-paced environment with many disruptions

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

APPLICATION PROCESS

Submit a cover letter and resume by email to April Moon, Associate Director of Audience Services, at amoon@canadianstage.com **by Friday August 31, 2018** Please indicate **Application for Audience Services Manager** in the subject field.

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 performing arts organizations. The company produces, presents, commissions, and collaborates with multiple partners on cross-disciplinary work with a focus on performance styles that integrate theatre, dance, film, visual arts and more. Sharing innovative and vibrant performance work from Canada and around the world, the company stages an annual season at three Toronto venues (The Bluma Appel Theatre at Civic Theatres Toronto; The Berkeley Street Theatre; and the High Park Amphitheatre), in addition to running a series of artist training through our MFA in Theatre Stage Direction in collaboration with York University, RBC Emerging Artist Program, and TD Accessible Ticket Program, Canadian Stage has established a distinct place within the national cultural landscape. Operating in the culturally vibrant downtown east end of Toronto, Canadian Stage is a home for new, challenging dynamic art forms, as well as an incubator and exporter of leading edge contemporary and multidisciplinary activity. Our vision is to be a catalyst to shape, revitalize, and animate the physical and social character of our everchanging neighbourhood around arts and cultural activities. For more information, visit www.canadianstage.com.