



Job Posting – Patron Services Attendant

Status:	Casual
Hours of Work:	Variable, up to 20 hours / week, must be available evenings and weekends (some weekday shifts will be required)
Compensation:	\$17.55 / hour
Department:	Patron Services

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, and 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.

Reporting to the Patron Services Associate, the Patron Services Attendant is an enthusiastic, adaptable, and customer-service-oriented individual responsible for providing day-to-day customer service in support of Gateway's artistic offerings. Depending on the operational needs for each event, the Patron Services Attendant will support either box office or front of house operations. Candidates may come to this position with a background in customer service, sales, food service, retail, or similar / related environments. This is a great job for students, people who are retired and people who may have other jobs but want to engage in a hands-on, fulfilling connection to the performing arts.

Front of house responsibilities will include:

- Welcoming Gateway's audiences and serving snacks and beverages to theatre patrons in a fun, fast-paced environment under the direction of the Patron Services Supervisor
- Ensuring proper accounting and controls of concession products and reconciling sales at the beginning and end of shifts
- Taking stock of bar supplies and noting for the Patron Services Supervisor and Patron Services Associate when inventory is low
- Responding to patron enquiries and conveying questions to the appropriate staff member for follow up as needed
- Delivering exceptional customer service while demonstrating and upholding Gateway Theatre's values and policies
- Troubleshooting any challenges that may arise during an event, promptly bringing any urgent or serious issues to the attention of the Patron Services Supervisor



A STAGE FOR RICHMOND

Registered charity: #11911 8875 RR0001

- Assisting the Patron Services Supervisor in overseeing the volunteers, as needed
- Other tasks as assigned by Patron Services Supervisor
- 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
- Outbound sales calling
- Responding to patron inquiries at the box office, by email and by phone
- Reconciling debit and credit sales each day
- Responding to patron enquiries and conveying questions to the appropriate staff member for follow up as needed
- Delivering exceptional customer service while demonstrating and upholding Gateway Theatre's values and policies
- Other tasks as assigned by the Patron Services Supervisor
- Representing Gateway Theatre in a professional, welcoming, and inclusive manner

What background will you need?

- Fluency in English, both oral and written
- Cantonese or Mandarin language skills are an asset, but not required
- Prior bartending, food service, or other customer service experience
- Experience working with or overseeing volunteers an asset but not required
- Foodsafe Level 1 certificate an asset but not required
- Experience working with POS systems is an asset

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

What will you bring to the team?

- Outstanding customer service and communication skills
- Calm under pressure, with the ability to adapt to change on 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 move between independent self-directed tasks and collaborative work
- Comfortable working alone and able to lift heavy supplies on occasion

Requirements:

- Legally able to serve alcohol, with a valid "Serving it Right" 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)
- COVID-19 Vaccination: by the first day of work, the successful applicant must be at least seven days past having received all recommended doses of a COVID-19 vaccine approved by Health Canada.

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 in a PDF outlining your suitability for the position to Jen den Hartogh at **JdenHartogh@gatewaytheatre.com**. **Application Deadline: August 25, 11:59 PM**. We thank all applicants, but only those considered for an interview will be contacted.