



## **Job Posting – Patron Services Supervisor**

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<b>Status:</b>	<b>Casual</b>
<b>Hours of Work:</b>	<b>Variable, up to 20 hrs / week, must be available evenings and weekends (some weekday shifts will be required)</b>
<b>Compensation:</b>	<b>\$20.57 / hour</b>
<b>Department:</b>	<b>Patron Services</b>

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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.

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, or 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 performances and internal events while communicating with other operational departments to ensure prompt show start times and intermissions
- Troubleshooting any challenges that may arise during an event and documenting details into reports.
- 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
- Occasional mentorship and training of new staff members
- Assisting with volunteer recruitment and training
- Other duties as assigned



**A STAGE FOR RICHMOND**

Registered charity: #11911 8875 RR0001

**Box office responsibilities will include:**

- Selling tickets, responding to patron enquiries, and processing course registrations and donations at the box office (in person, by email, and by phone)
- Preparing box office reports as required by the Patron Services department
- Reconciling debit and credit sales each day
- 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
- Occasional supervision and training of new and junior staff
- Occasional outbound sales calling and solicitation of donations
- Occasional troubleshooting of technical and logistical issues related to ticketing
- Other duties as assigned by the Patron Services Associate or Patron Services Manager

**What background will you need?**

- 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
- Experience in customer service or sales
- Experience with POS systems or ticketing software
- Experience and comfort with public speaking
- Experience in customer service, hospitality, or event management
- Experience supervising staff
- Experience working with or overseeing volunteers

**What will you bring to the team?**

- Exemplary written and oral communication skills
- 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
- Ability to exercise sound independent judgement
- Comfortable and confident supervising staff and volunteers
- Comfortable working alone and able to lift heavy supplies on occasion

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

**Requirements:**

- Legally able to serve alcohol, 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)**

**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](mailto:JdenHartogh@gatewaytheatre.com). Application Deadline: June 10<sup>th</sup>, 11:59 PM. We thank all applicants, but only those considered for an interview will be contacted.**