

EMPLOYMENT OPPORTUNITY
ASSISTANT FRONT OF HOUSE MANAGER & USHER

Young People's Theatre (YPT), celebrating its 54th Anniversary Season in 2019/20, is Canada's largest professional theatre for young audiences company. It currently produces and presents an 8-play season with an audience of approximately 80,000+. Housed in a renovated historical venue in downtown Toronto, YPT works on a 458-seat Mainstage and a 115-seat Studio, as well as operating a year-round Drama School in four locations. The family-friendly employee culture at YPT (given that hours are primarily day time) encourages ingenuity, team-work, and an atmosphere of learning. YPT's artistic policy focuses on arts and education – in fact, learning is at the centre of everything we do.

YPT is currently searching for candidates to fill the position of **Part-Time Front of House Manager and Usher** reporting to the **Front of House Manager**. This is a **part-time** position, **primarily on weekends**, starting **October 16th 2019**. **Must be available to work on weekends and evenings and must be able to attend a mandatory Orientation Session on Friday, September 27th 2019**.

Key Responsibilities:

As Assistant Front of House Manager (Part Time)

- Ensuring that patrons are seated in a safe, efficient and timely manner and that performances begin on time.
- Supervising paid staff and volunteers.
- Assisting with the execution of special events as needed.
- Managing concession and merchandise sales.
- Championing/supervising appropriate Health & Safety, building security and emergency procedures.
- Ensuring that the Front of House is kept in a professional and presentable state at all times.

As Usher

- Providing exceptional customer service while supporting educational engagement.
- Directing and escorting public patrons and school groups (both general admission and assigned seating).
- Adhering to/assisting with enforcement of house policies, Health & Safety, security and emergency procedures.
- Monitoring/maintaining overall cleanliness, including lost and found items.
- Assisting with special event and/or selling concession and merchandise as assigned.
- Other duties as assigned.

Required Skills:

- Organized, efficient, detail-oriented and creative team player.
- Excellent interpersonal and communication skills; deal effectively with challenging situations.
- Experience working with children of various ages.
- Proficient with Microsoft Office
- Familiarity with database programs such as Theatre Manager is an asset
- Experience with two-way radios is an asset.
- Prior relevant experience.

Special Conditions:

- May need to repeatedly guide patrons up and down steps, at times under dim/dark lighting.
- May need to stand or be stationary for periods of time.

In accordance with YPT's policy and as a condition of employment, the successful candidate will be required to pass a satisfactory Police Vulnerable Sector Screening Check. YPT is proud to be an equal-opportunity employer that strongly supports and values diversity and fosters an equitable and inclusive work environment which includes accommodation. Applications from all qualified candidates are welcome, and people with disabilities and individuals from equity-seeking groups are encouraged to apply.

Interested candidates should email resumes and cover letters in one file to:

search@youngpeopletheatre.ca

Applications for consideration must be received by 5 pm, on Friday, September 6, 2019.

YPT thanks all applicants but will respond only to those selected for an interview.