



EMPLOYMENT OPPORTUNITY

BOX OFFICE REPRESENTATIVE

Young People's Theatre (YPT), now entering its 60th season, is co-led by Artistic Director Herbie Barnes and Executive Director Camilla Holland. As Canada's largest and oldest professional theatre for young audiences, the company produces and presents a full season of theatre and year-long arts education programming, serving approximately 150,000 patrons annually. With the purchase and renovation of YPT 161 Studios across the street from its historic theatre in 2021, YPT expanded its footprint, increased its accessibility, refreshed its lobbies, and upgraded the theatrical equipment capabilities of its 433-seat Ada Slaight Stage and 115-seat Studio. United in vision, the two facilities anchor the corner of Front and Frederick streets in downtown Toronto creating Canada's largest theatre complex for young people. With its broad-ranging educational programs and exceptional professional productions, the company has an annual operating budget of approximately \$5 million. The family-friendly employee culture at YPT encourages ingenuity, teamwork, and an atmosphere of learning. In fact, learning is at the centre of everything we do.

YPT is currently searching for candidates to fill the part-time position of **Box Office Representative**. Reporting to the Patron Services Manager, the Box Office Representative plays a key role in providing YPT's patrons with an exceptional customer service experience. This position offers a rate of \$20/hour. Candidates must be available a minimum of 9 hours per week including weekends.

Key Responsibilities:

- End of day reconciliation
- Provide excellent customer service
- Process telephone, mail, online and over-the-counter ticket sales for Mainstage and Studio performances, for both the public and school groups
- Assist schools with online registration process
- Assist in responding to customer inquiries for online Drama School registrations
- Provide information on events, performances, policies and other inquiries from single ticket buyers, subscribers, corporate/community groups, school groups, staff and artists
- Perform school group check-ins and collect outstanding payments
- Maintain accuracy of patron database and assist with data maintenance
- Must be able to work weekends
- Additional duties as assigned



Required Skills:

- Excellent communication skills, both written and verbal
- Preference will be given to candidates who possess previous system-based ticketing experience
- Successful candidates will have a friendly, professional and courteous telephone manner, and excellent customer service skills.
- Candidates must be computer literate, with a working knowledge of Microsoft Office applications
- Excel at working collaboratively in a team environment
- Minimum weekly time commitment of 9 hours
- In accordance with YPT's policy, and as a condition of employment, the successful candidates will be required to pass a satisfactory Police Vulnerable Sector Screening Check

Accessibility & Inclusion Young People's Theatre 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 who are differently-abled and other individuals from equity-deserving groups are encouraged to apply. If you require accommodation at any stage of the recruitment and selection process, contact: search@youngpeoplestheatre.org.

Application Process

In accordance with YPT's policy, as a condition of employment, the successful candidate will be required to pass a satisfactory Police Vulnerable Sector Screening Check.

Interested candidates should email [resumes with cover letters \(one file\) to:](mailto:search@youngpeoplestheatre.org)

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Applications for consideration must be received by Wednesday, August 6, 2025.

Please quote "Box Office Position" in the subject line of your email.

YPT thanks all who apply, but will respond only to those selected for an interview.