

TARRAGON

Assistant Manager of Patron Services Job Posting

Tarragon Theatre is looking for an experienced individual to fill a part time position as Assistant Manager of Patron Services. The successful candidate will join an established team of Patron Services who are the public face of the theatre. In addition to a busy season of Tarragon productions, our venue hosts numerous rental companies to whom our Patron Services department provides Front of House, Box Office and reporting services.

Role: Part-Time, paid hourly

Pay: \$19/hour

Posting Date: November 23, 2021

Closing Date: December 6, 2021

Start Date: January 8, 2022 with some paid training days between Dec 13-23, 2021 & Jan 4-7 2022

About Tarragon:

Currently in an artistic leadership transition, Tarragon is a theatre that creates, develops and produces new Canadian plays and provides the conditions for that new work to thrive through high-quality development, production and administrative infrastructure. The theatre trains and supports new generation, emerging and established artists through extensive residencies, flexible play development programs and substantial producing capabilities. To complement its new creations, Tarragon presents new plays from across Canada, revives significant Canadian plays, produces international work, and runs education and community engagement programs. Its rehearsal halls, Workspace and Extraspace are used extensively by the arts community for the creation and production of new work.

About the Position:

Reporting to the Director of Patron Services, the Assistant Manager of Patron Services will be responsible for:

- Liaising with and providing services to our subscribers, donors, renters and single-ticket buyers.
- Ensuring that the needs of the Tarragon Theatre subscribers, donors and single ticket buyers are handled in a courteous, speedy and appropriate manner in-person and via telephone.
- Maintaining accurate reporting and filing.
- Training and supervising volunteer ushers and support staff.
- Acting as the primary point of contact for all ticket donation requests.
- Assisting the Marketing Director in supervising the annual Telesales Campaign
- Maintaining the cleanliness of the public areas of the building
- Managing the ticketing at the box office prior to performances (selling tickets, answering all box office related questions, etc.).
- Following all box office policies and procedures as set forth by management.
- Reconciling cash at the end of a shift.
- Maintaining patron database with regular entry/editing of patron accounts.
- Other duties as assigned.

Additional COVID-19 Responsibilities:

- Maintain cleanliness and sanitization of lobby, box office, sanitizing doors and railings, sanitizing workspace after use. *(Full COVID-19 cleaning protocols will be provided in training)*

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- Assists in verifying COVID-19 vaccination status of patrons and other visitors entering the building.
- Potentially denying access to patrons who do not follow the COVID-19 Safety Guidelines mandated by the Government of Ontario (De-escalation training will be provided to support staff with these duties).

Qualifications:

The ideal candidates will have the following:

- Previous Box Office and Front of House experience (2-3 years)
- Strong interpersonal and telephone skills
- A proven ability to manage competing priorities in a dynamic workplace
- A high level of computer proficiency
- Knowledge of ticketing softwares, experience on the Arts Management Theatre Manager software is an asset but not essential.
- First Aid certification
- SmartServe certification
- Must be comfortable working in person at our theatre.
- Must show proof of full vaccination.

Assets:

- First Aid Certification and Smart Serve Certificate
- A knowledge of Workplace Health & Safety practices
- A knowledge of Building and Fire Code Regulations
- Any additional fluency/competency in a language other than English
- A familiarity with Toronto's performing arts community.
- Any De-escalation Training

This is a part-time position perfectly suited to those looking for flexible work schedules. The position requires approximately 15 hours per week (scheduled in advance by month) on the weekend with some flexibility.

The deadline for applications is December 6, 2021: Interested applicants should send a cover letter and resume by email to Natasha Parsons, Director of Patron Services, jobs@tarragontheatre.com. Please use the subject line: Application for Assistant Manager of Patron Services.

Tarragon Theatre believes in a richly inclusive working environment and welcomes applications from all qualified candidates. If you need accommodation pertaining to accessibility at any stage of the application process, please do not hesitate to make a request.

We thank all applicants for their interest in Tarragon Theatre, however only those selected for an interview will be contacted.

For more information about Tarragon, please visit our website: www.tarragontheatre.com.