

TARRAGON

Tarragon Patron Services Representative Job Posting

Tarragon Theatre is looking for two experienced individuals to fill two part time positions as Patron Services Representatives. The successful candidates will join an established team 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: \$17/hour

Posting Date: November 23, 2021

Closing Date: December 6, 2021

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

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:

An integral role in Tarragon's Patron Services team and community, the Patron Services Representative will work closely with the Director and Manager of Patron Services to ensure the delivery of exceptional patron experiences as we welcome audience members back to the theatre. Responsibilities include:

- 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.
- Managing the ticketing at the box office prior to performances (selling tickets, answering all box office related questions, etc.).
- Ensuring the safety and comfort of patrons, addressing any patron needs, being proactive to create the best possible patron experience.
- 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:

- Maintaining the 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)*
- Assisting in verifying COVID-19 vaccination status of patrons and other visitors entering the building.

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Qualifications:

The ideal candidates will have the following:

- Capable of working independently in a fast paced environment
- Superior customer service skills
- Excellent multi-tasking skills
- Previous Box Office or Front of House experience
- Must be available evenings and weekends
- Knowledge of ticketing softwares, experience on the Arts Management Theatre Manager software is an asset but not essential
- Excellent written and oral communication skills
- Familiarity with Microsoft Word, Excel and Google Suite
- Must be comfortable working in person at our theatre
- Must show proof of full vaccination

Assets:

- First Aid Certification and Smart Serve Certificate
- 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 positions require 15 - 25 hours per week (scheduled in advance by month) with a combination of evening and weekend shifts.

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 Patron Services Representative.

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.