



JOB POSTING – BOX OFFICE ATTENDANTS and Front of House Managers
(Multiple Positions Available – Casual Employment)

If you have any accessibility requests regarding this job posting, please contact Emily Brown, Box Office and Administrative Manager at boxoffice@phtheatre.org or 604-990-3474.

Organizational description

Presentation House Theatre (PHT) is located on Skwxwú7mesh (Squamish) and Səlílwətaʔ/Selilwutlh (Tsleil-Waututh) Territories, in the heart of North Vancouver. The company produces and presents professional theatre for children, youth and adults, and provides vital community engagement through performance outreach experiences. PHT's community is not based in geography but in the local, national, and international creative collaborations, connections, and programs we share with people on the North Shore and beyond. Through our programming, we invite diverse audiences from all walks of life to come together via PHT to explore, redefine and confirm their sense of community. We are a creative hub, linking together multi-faceted individuals and groups in shared cultural experiences. Our organizational values are safety, humanity, accessibility, inclusivity, and ongoing decolonization. We encourage dialogue and learning.

A typical season at PHT includes mainstage productions, presentations, touring, a small series of professional music and dance, and the hosting of several local arts groups. We average 60+ events throughout the year. In addition, we proudly act as an incubator space for the development of new works.

Job Description

We're looking for outgoing, detail-oriented people to join our Front of House team as Box Office Attendants and Front of House Managers. Individuals will be trained in both roles and be the first point of contact for PHT's diverse and wonderful patrons, and they help set the tone for a positive experience in our spaces. Patience and genuine interest in people are key.

Reporting to the Box Office Manager, Box Office Attendants carry out box office duties and responsibilities including, but not limited to:

- Answering patron inquiries at the box office in person, by email and over the phone
- Processing ticket sales – reprints, exchanges and sales
- Preparing box office reports as required for the Box Office Manager
- Handling and reconciling cash/credit sales at the end of each shift
- Upholding Presentation House Theatre policies and procedures
- Representing PHT in a professional and welcoming manner at all times
- Setting up Box Office signage and work station as needed
- Assisting the Front of House Coordinator in any cases of emergency

As a Front of House Manager, duties and responsibilities include, but are not limited to:

- Opening and Closing Concession
- Managing and assigning duties to volunteers
- Completing the show report
- Upholding Presentation House Theatre policies and procedures
- Representing PHT in a professional and welcoming manner at all times



- Setting up the lobby prior to the show
- Close and lock lobby area

Show times and lengths, and Front of House needs vary throughout the year. Applicants will generally be required to work evenings and weekends on a casual basis, dependent on operational needs. Occasional weekday afternoon shifts may be requested. Hours of work are based on show schedules, generally weekday and weekend evenings (6:00pm – 10:00pm) or weekend matinee shifts (10:00am – 5:00pm). Occasional shifts outside of these hours may arise.

Qualifications

Box Office Attendants and Front of House Managers will be self-motivated with excellent communication skills and the ability to stay calm in busy situations. The ideal candidates will have a positive and flexible outlook with a proven ability to remain respectful and diplomatic when dealing with the public.

Further skills include:

- Prior experience with Theatre Manager is an asset (upgrading and training will be provided to the successful applicants)
- Outstanding customer service / sales experience
- Clear and professional communication skills, in emails, phone calls and in person
- Superior detail orientation and organizational skills
- Ability to work independently and in a team environment
 - Ability to work with volunteers
- Ability to listen to concerns and resolve problems creatively
- Familiarity with Microsoft Office and ticketing software
- Prior experience handling cash and balancing a till
- Ability to communicate in a 2nd language is an asset.

Due to the nature of this position working with the public, including children, all staff must be fully vaccinated by the time of employment. Anyone with a disability that exempts them from vaccination is encouraged to discuss accommodations with Emily Brown.

Rate of Pay: \$17.50 per hour – minimum 3-hour call

To apply, please email Emily Brown, Box Office and Administrative Manager at boxoffice@phtheatre.org with a resume and cover letter outlining your suitability for the position. Resumes will be accepted and reviewed, and interviews held until the positions are filled.

We thank all who express interest in these positions, however, only those selected for an interview will be contacted. **No phone calls please.**

Presentation House Theatre is committed to employment equity and requests that any required accommodations be noted in your application.

For more information:

www.phtheatre.org
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