**PATRON SERVICES ATTENDANT – PART-TIME, CASUAL**

**Work Experience Placement**

**WORK EXPERIENCE PLACEMENT – DESCRIPTION OF DUTIES**

*NOTE: This is a United Way Work Experience Opportunities Grant-funded position. It is not an employment position. It is restricted to people who face barriers to employment – grant requirements detailed in Qualifications section below.*

We’re looking for outgoing, detail-oriented people to join our Patron Services team as Front of House, Box Office and Concession Staff, collectively known as Patron Service Attendants. Individuals in this role are 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 Patron Services Manager, Patron Service Attendants can carry out Front of House, Box Office or Concession duties and responsibilities dependent on which type of shift they are working. These duties can include, but are not limited to:

* Upholding Presentation House Theatre policies and procedures and representing PHT in a professional and welcoming manner at all times
* Creating a welcoming and safe environment for patrons to attend and enjoy a performance
* Front of House
	+ Orienting, leading and supervising PHT volunteer ushers
	+ Assisting the Box Office and with any patron concerns
	+ Coordinating volunteer ushers and patrons in events of emergencies
	+ Occasionally making the pre-show speech to the audience
	+ Setting up any signage or lobby displays needed
* Box Office
	+ Answering patron inquiries at the box office in person, by email, and over the phone
	+ Process 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
	+ Set up Box Office signage and work station as needed
	+ Assisting the Front of House Coordinator in any cases of emergency
* Concession
	+ Setting up concession
	+ Selling concession items through Square app including cash and credit handling
	+ Serving alcohol and checking ID
	+ Closing concession and reconciling all transactions

All work takes place at Presentation House Theatre at 333 Chesterfield Ave, North Vancouver, BC.

**QUALIFICATIONS**

Grant-Based Qualifications:

This position is funded by the [United Way Work Experience Opportunities Grant (WEOG)](https://uwbc.ca/program/work-experience-opportunities-grant/) and is only available to people who fit one of the following:

* Currently Receiving: [BC Employment Assistance](https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance) (BCEA), [Disability Assistance](https://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance), [Hardship Assistance](https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/hardship-assistance/eligibility-for-hardship-assistance), OR Indigenous Assistance through Treaty First Nations or First Nation Administering Authorities

OR:

* Are qualified as [Persons with Disabilities](https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/pwd-designation-and-application/designation-application) (PWD) or [Persons with Persistent Multiple Barriers](https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/eppe/persons-with-persistent-multiple-barriers) (PPMB).

Proof of eligibility required (proof of deposit, letter, statement). If you are unsure if you qualify, please inquire or seek assistance from WorkBC.

Position Qualifications:

Patron Service Attendants 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 the skills to remain respectful and diplomatic when dealing with the public.

Further skills would include:

* Prior experience with VBO an asset (training will be provided to the successful applicants)
* Prior experience with Square an asset
* Familiarity with Microsoft Office, Google suite
* Outstanding customer service / sales experience
* Superior detail orientation and organizational skills
* Ability to work independently and in a team environment, including with volunteers
* Ability to listen to concerns and resolve problems creatively
* Prior experience handling cash and balancing a till
* A passion for the arts and theatre
* Ability to communicate in a 2nd language an asset

Accessibility Details:

Physical Requirements:

* Stairs: The Presentation House Theatre facility contains stairs and no elevator – this position may accommodate someone who has difficulty with stairs, however, if you cannot navigate stairs at all, then it would require moving around the outside of the building.
* Mobility: This role requires an ability to move about the lobby, theatre, studio spaces, and concession throughout the shift. This can be done with a mobility aid and seating can be made available in all “stations,” however, the employee cannot be stationary for the shift.

Cognitive/Sensory Requirements:

* Noise: The lobby environment includes background music and multiple conversations happening at once.
* Lighting: The lighting in the lobby is typically low, but may change based on events.
* Stress: While the environment is not typically stressful, it can feel high-pressure leading up to the show starting and this position requires an ability to think clearly with time and social pressure.
* Independence: Typically shows are run with teams of 2 casual staff members plus a technician, so independent thinking and problem-solving is required.

**SCHEDULE**

Applicants will generally be required to work evenings and weekends on a casual basis, dependent on operational needs. Occasional weekday morning and afternoon shifts may be requested.

Show shifts are generally weekday and weekend evenings (6:00pm – 10:00pm) or weekend days (12:00pm – 5:00pm). Occasional shifts outside of these hours may be requested.

**PLACEMENT COMPENSATION**

As United Way WEOG Positions, participants receive a stipend. This is not a wage or salary. The stipend is set by the grant at $3,000 for 200 hours of work, scheduled between September 2025-March 2026. This will be paid in monthly installments.

Other Compensation and Training/Certification Provided:

* 2-zone bus pass for the duration of the contract (or equivalent travel support/gas card)
* Serving it Right Certification
* Occupational First Aid Level I
* Budget to purchase additional accessibility supports (eg: noise cancelling headphones, specialty software, a cane, etc. - to be mutually determined with the successful candidate)
* Mentorship and professional development opportunities, to be mutually determined with the successful candidate

**ORGANIZATIONAL INFORMATION**

***Presentation House Theatre*** (PHT) is the North Shore’s professional theatre company, where ideas play and grow into quality performing arts for all ages. For more than 40 years, friends and strangers have gathered in this welcoming space to enjoy innovative programming and quality professional shows.

Presentation House Theatre believes that professional theatre is for everyone. Every show we present or produce will be of the highest professional standard while also appealing to the diversity of the North Shore. We are proud to offer programming for children and youth, adults young and old, the music aficionado and the innovative and emerging dancers. We are the cultural hub in your own backyard.

PHT Core Values

The Production and Facilities Assistant and the Theatre agree to work together on the basis of the following core values, which the Theatre strives to include in everything it does.

* Shared Territory:PHT is committed to being a part of the decolonizing efforts and doing its work in a good way. We recognize and honour the Squamish and Tsleil-Waututh peoples who took care of this land from time immemorial, and we are grateful to join them as co-carers for this land and its people.
* Diverse and Inclusive: Our communities, audiences, and artists are inter-generational, cross-cultural, gender diverse, international, and Indigenous to our land. We make space for broad and intersecting identities to be and to feel welcome, represented, and safe in our work, spaces, and presence.
* Accessible & Welcoming: We seek to identify and remove all barriers that may prevent someone from participating in our community and programs, be they physical, financial, or otherwise.
* Human Connection: Live performing arts are inherently HUMAN art forms that bring people together in shared experiences. This fact informs all our choices. At PHT we prioritize a human-first approach in our work, treating our partners, audience, artists, and staff as human beings above all else.
* Safe Exploration: It is important to us that everyone feels safe at PHT. We approach all subject matter, especially the most difficult, with the utmost of care. We take care of one another and are accountable when we make mistakes.

Our Anti-Racist Ethos

Presentation House Theatre operates in a system that has traditionally exemplified white supremacy, and as such, we work to recognize, address, and dismantle racist systems in our operations so that People of the Global Majority can be at ease to work, create, watch, and play here.

* We have a clear system and set of policies in place for how to address and respond to discrimination.
* We speak and invite recognized assumed structures/systems into the room as we collectively unpack and renegotiate creating a space that gives grace and patience.
* We meet the needs of people of the Global Majority by listening and adapting - understanding these needs can and will change from project to project, person to person, and day to day.
* We actively reflect on how staff’s lived experiences, identities, and cultures arrive into PHT and intersect with those we share our space with.

**TO APPLY**

Email the Patron Services Manager, Kimberly at admin@phtheatre.org with the following:

* Resume
* Cover Letter or Statement of Interest
* Proof of Meeting United Way WEOG Grant Requirements (detailed above) – or please let us know if you need time to gather needed documents or have questions

Application Deadline: September 2, 2025

Position begins no later than September 30, 2025