

Job Posting #: 49
Job Title: Patron Services Assistant
Department: Cultural Services
Reports To: Theatre Operations Coordinator
Directly Supervises: None
Status: Part Time
Hours per Week: 15 – 25 Hours
Salary: \$23.00 – \$26.62
Application Due Date: Posted Until Filled

Position Summary

Meaford Hall Arts and Cultural Centre is a municipally owned and operated historic performing arts venue in the heart of Meaford. Operating continually as a performing arts space since 1909, the venue has long been an integral part of the community and underwent extensive renovation in the mid-2000s. The third floor Opera House presents a busy schedule of concerts, dance, theatre, comedy and more for professional clients and community groups. The rest of the building is in constant use by private renters and community groups for events of all kinds; from workshops to meetings to weddings.

Our Box Office is the central hub of our venue and often the first interaction for everyone engaging with Meaford Hall. This role communicates regularly with Municipal staff, patrons of the venue, artists and musicians, community groups, facility rental contacts, and the public. Box Office staff must be capable, versatile and knowledgeable.

This position provides sales and service support in the Box Office at Meaford Hall and assists the staff team with events throughout Meaford Hall including set up, operation, and tear down. The Patron Services Attendant engages with and nurtures relationships with our visitors and stakeholders to help foster a sense of ownership and belonging in the community.

The successful candidates will be reliable, with excellent communication and interpersonal skills. They need to be able to work and problem solve independently, as well as work efficiently as a member of a team.

Role Specific Duties and Responsibilities

Responsibilities:

- 1) Assist in the processing of public ticket sales and maintaining the financial integrity of the Meaford Hall Box Office, including:
 - a) Providing a service standard that is professional, accessible, friendly, informative, and hassle-free.
 - b) Accurately and efficiently processing ticket orders, rental payments and deposits, art sales and more via phone, online and in person visits.

- c) Balance and verify daily revenue and complete administrative paperwork and reports.
- d) Responding to online, telephone and in-person inquiries and ticket sales.
- e) Record event attendance data and other information as assigned.
- f) Provide high level of service to visitors including giving detailed information on performances, directions, parking, restaurants, etc.
- g) Maintain accurate patron information in database system.
- 2) Open/close the box office and on occasion the venue itself.
- 3) Provide reports and information to coworkers and venue renters as requested.
- 4) Assist with the implementation of marketing and promotional plans including events, emailing patrons, providing patron database information.
- 5) Provide general correspondence and clerical support, as requested.
- 6) Assists in keeping accurate records of inventory and general maintenance of office equipment and supplies.
- 7) Assists theatre staff in set up and tear down for special events, meetings and functions.
- 8) Responsible for maintaining an organized, clean and safe working environment in the box office area.
- 9) Stay informed and knowledgeable in all aspects of Meaford Hall Arts and Cultural Centre including events, rental information, policies and procedures

General Duties and Accountabilities (All Municipal Roles)

1. Provides and maintains a high degree of confidentiality and security of information at all times.
2. Perform other duties as assigned in accordance with department and corporate objectives.
3. Work in compliance with the *Occupational Health and Safety Act*, and other applicable legislation, department policies/procedures/practices, operational guidelines, and perform safe work practices.
4. Attend meetings and training as required.

Required Certifications and/or Health and Safety Requirements

Education, Skills and Experience

1. Experience in customer service.
2. Experience in dealing with a variety of monetary transactions.

3. Thorough computer literacy and fluency with Microsoft Windows and Office applications expected. Experience with POS systems, database and ticketing software an asset.
4. Attention to detail and an ability to work calmly in a public setting while under pressure is essential. Must be able to work well both independently and as part of a team.
5. Excellent communication (written, oral and interpersonal), organizational, public relations and customer service, and time management skills. Ability to follow instructions, both oral and written.
6. Ability to maintain confidentiality; to listen attentively to capture relevant information; and be tactful in dealing with the public.
7. Smart Serve certification and/or current Standard First Aid/CPR C/AED an asset.

Physical Demands and Working Conditions

- Working conditions are public, busy, fluid and fast paced.
- Physical demand requires sitting, attentive listening and computer usage in an open office environment.
- Assisting with event setups and tear downs requires sufficient physical strength and agility to lift, move and carry equipment and objects weighing up to thirty (30) pounds.
- Hours of work are based on scheduled events. Daytime, evening, and weekend shifts are available.

Contacts and Interactions

- Incumbent communicates regularly with municipal staff, external employment candidates, consultants, and government agencies.

Applicant Information

Interested qualified applicants are invited to forward their cover letter and resume directly to the Municipality quoting Job #49:

jobs@meaford.ca

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

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



Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact jobs@meaford.ca.