



September 17, 2018

PATRON SERVICES MANAGER

About Factory

Factory's mission is to enthrall audiences with the imagination of Canadian playwrights and develop the next generation of intercultural theatre artists. Since its founding in 1970, Factory has committed to exclusively produce Canadian plays. Factory has made it an artistic priority to invest in, and showcase, Canadian artists who bring their stories to our theatre in Toronto. This has made Factory the home of the Canadian playwright. For over four decades, we have been developing and producing some of the finest theatrical works in our national canon, and giving space to some of the most gifted and prolific playwrights in Canada.

About your role

The Patron Services Manager leads all of Factory's Front of House and Ticketing operations during our Theatre season (September to May). Reporting to the Director of Marketing and Development, you will be responsible for the efficient and effective operation and management of Factory's patron services. In this role, you will work with all levels of the Factory's administrative team to support ticket sales, donations, concession and merchandise sales, and theatre rentals.

As a public face of Factory, you will be an advocate for our productions, and share this knowledge and enthusiasm with your patron services team. You will be responsible for bar and box office reconciliations, scheduling and training of patron services staff and volunteers, and ordering and managing stock and supplies for patron services. You will use your experience and understanding to work with all levels of Factory staff to create a welcoming, efficient, and personable experience for our audiences.

What you'll be doing at Factory:

- Control and maintain box office systems (including building of show information and management of all patron data for in-person, phone and online sales)
- Oversee the front of house staff and volunteers, ensuring that box office, bar, and front of house services address the needs of patrons
- Work with our ticketing company to improve and maintain efficient online services
- Oversee the management of telephone, online, and in-person ticket, subscriber, and concession purchases
- Develop a working expertise of Factory ticketing software (Spektrix) and keep up to date with the latest software developments with an eye to maximizing the use and efficacy of the system
- Handle escalating patron complaints
- Produce daily, weekly and monthly box office reconciliations
- Hire, train, schedule, and manage part-time patron services staff and volunteer ushers
- Oversee ongoing communications with Factory Theatre patrons including subscription renewals and ongoing service updates
- Ensure that all patron data for the last three years of operation is valid and correctly formatted for optimal use

- Work with rental theatre companies producing with Factory to establish pricing and data input for their performances
- Revise and maintain patron services procedures for performances, including ensuring that bar and concessions are clean, managed, well-stocked, and priced profitably
- Plan and assign work of patron services staff including daily compulsory and time permitting 'to-do' lists, cleaning schedules, and long term projects
- Ensure that all patron services staff have up-to-date certifications and are able to talk about upcoming Factory programming
- Responsible for maintaining audience safety, fire and evacuation procedures, and training of patron services staff to effectively deal with medical emergencies and evacuate the facilities, if required
- Ensure that the front of house, including the courtyard, bars, washrooms, and theatres, is presentable and welcoming for patrons

The responsibilities listed above address the key duties of this position, other duties may be requested as necessary. This is a full-time position September to May and part-time position June to August. Hours of work are subject to programming and performance schedule but will tend to require frequent work evenings and weekends.

Your Experience and Qualifications:

You have knowledge and skills in the following areas:

- Experience in managing and scheduling part-time staff and volunteers, ideally in an arts or hospitality setting ;
- Exceptional interpersonal and oral/written communication skills;
- Proficiency in Microsoft Office applications, detailed knowledge of Excel an asset;
- Proficiency working with Ticketing Systems, experience with Spektrix an asset
- SmartServe, First Aid, and CPR trained, or willing to undertake training;
- Health and Safety Supervisor Trained, or willing to undertake training;
- Experience with telesales and/or upselling in a service environment;
- Excellent planning, organizational and time management skills;
- A genuine appreciation for theatre, knowledge of Canadian theatre in particular is an asset.

DEADLINE FOR APPLICATIONS: October 1, 2018, @ 11:55 PM.

Applications

Please send resume with cover letter in pdf format (please label the pdf with your name: SurnameFirstname.pdf) via email to: careers@factorytheatre.ca with the subject line "Patron Services Manager".

All applications will be treated in confidence. No telephone inquiries please. Please be advised only candidates selected for interview will be contacted.

Factory Theatre is committed to diversity and inclusiveness in its employment practices and in all its work. We encourage applications from all qualified candidates.