



Canada Summer Jobs Posting Audience Services Associate

Position: Audience Services Associate

Hourly Rate: \$15.50

Hours Per Week: 35 (first two weeks will be an average of 17.5 hrs/week)

Dates: As early as June 14 - August 16th (9 weeks)

About CTYP

Carousel Theatre for Young People empowers young people and families through playful, imaginative, and accessible theatre experiences that develop emotional literacy. Located on Granville Island in the heart of Vancouver, we are a gathering place for artists, young people, and families. CTYP stages vibrant stories that engage young people from the beginning of their development and continues to share stories that challenge young people through their formative years, empowering young people to become agents of positive change.

CTYP is currently on a path of reenvisioning our role in and responsibility to the community. We are actively striving to foster a safe and healthy workplace free from bullying, harassment, and discrimination. Any questions about our progress can be directed to board@carouseltheatre.ca.

CTYP encourages applications from individuals from equity seeking or racialized communities and those who face additional barriers to entering or staying in the labour market.

Please note that CTYP's administration offices are accessed via a staircase. Unfortunately there is no elevator to our offices at this time.

Tasks and Responsibilities

Reporting to the Managing Director, the Summer Audience Services Associate (SASA) provides an optimum patron experience, while maintaining policies and safety practices.

The ASA will be responsible for audience services, including:

- processing box office ticket sales and concession sales,
- supporting ticket sales for CTYP's 21/22 season,
- tracking concession inventory,

- and providing FOH services for performances,
- helping to ensure that audiences are aware of and follow safety protocols such as mask wearing and physical distancing,
- helping to schedule and coordinate ushers,
- providing marketing support during the rehearsal process such as taking photos during rehearsals and onsite for outdoor performances for marketing and audience activation purposes, and
- other duties as required.

Qualifications:

- Customer Service experience (box office, front of house, or audience services experience an asset)
- Attention to detail and willingness to learn
- Strong computer skills, including the use of G-Suite, Square, and Excel.
- Strong written and verbal communication
- Experience with Theatre Manager is an enormous asset

Applicants must meet the following Canada Summer Jobs requirements and be:

- (a) between 15 and 30 years of age (inclusive) at the start of employment;
- (b) a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act*; and
- (c) legally entitled to work according to the relevant provincial / territorial legislation and regulations.

Successful applicants will be required to pass a vulnerable sector criminal record check, per our Child Safety Policy.

To Apply

Please email a cover letter demonstrating how you meet the above requirements and your theatre/work resume to info@carouseltheatre.ca by **5pm June 14th, 2021**.

Please put CANADA SUMMER JOBS in your subject line.

If you have any questions or require assistance with your application, please email us at info@carouseltheatre.ca.