EMPLOYMENT OPPORTUNITY
SALES COORDINATOR/BOX OFFICE SUPERVISOR

Young People’s Theatre (YPT) is Canada’s largest theatre for young audiences. It currently produces and presents an 8-play season with an audience of approximately 80,000+. Housed in a renovated, historical venue in downtown Toronto, YPT works on a 458-seat Mainstage and a 115-seat Studio, as well as operating a year-round Drama School. Its operating budget is approximately $5 million. The family-friendly employee culture at YPT (given that hours are primarily daytime) encourages ingenuity, teamwork and an atmosphere of learning. YPT’s artistic policy focuses on arts and education—in fact, learning is at the centre of everything we do.

YPT is currently searching for a candidate to fill the position of Sales Coordinator/Box Office Supervisor. The Sales Coordinator/Box Office Supervisor will report to the Associate Director of Marketing. This is a full-time position, which includes both weekdays as well as weekends during show runs.

KEY RESPONSIBILITIES:
• Supervision of box office staff during performances (weekday and weekend) and Drama School weekends.
• Staff scheduling and budget adherence.
• Track and secure payments for school bookings.
• Track, promote and maintain YPT’s subsidy programs.
• Extract and update customer info via YPT’s ticketing system.
• Process telephone, online and over-the-counter ticket orders, Drama School registrations and undertake reception duties.
• Act as liaison between YPT’s Education & Participation Department and education contacts at both school and board level.
• Oversee and conduct school group check-ins.

REQUIRED SKILLS/QUALIFICATIONS:
• Ability to work flexible daytime hours both during the week and on weekends; candidates must be available for weekend shifts.
• A minimum of 3 years ticketing experience with a preference for candidates skilled in the Theatre Manager software system.
• A minimum of 1 year supervisory experience.
• Strong computer skills, particularly using MS Excel and/or other database management software.
• Professional and friendly demeanor with excellent customer service skills and courteous telephone manner.
• Previous experience coordinating and administering customer-based programs.
• Exceptional organizational skills, with impeccable attention to detail.
• Able to handle multiple tasks with minimum supervision.
• NOTE: a work history and career path focused on arts administration is desirable.

In accordance with YPT’s policy, as a condition of employment, the successful candidate will be required to pass a satisfactory Police Vulnerable Sector Screening Check. Young People’s Theatre is proud to be an equal-opportunity employer that strongly supports and values diversity and fosters an equitable and inclusive work environment which includes accommodation. Applications from all qualified candidates are welcome, and people with disabilities and individuals from equity-seeking groups are encouraged to apply.

Interested candidates should email resumes and cover letters in one file to:

search@youngpeoplestheatre.ca

Applications must be received by Sept 4, 2017.

While we thank everyone who applies, only those selected for an interview will be contacted.