

JOB DESCRIPTION: The Position: Duty Manager

Reporting to: Patron Services Manager

Part-time Seasonal (September to May)

Theatre Aquarius' Patron Services Department is currently accepting applications for the role of "Duty Manager". This is a part time seasonal position for an experienced and outgoing team player. This role consists of working evenings and weekend hours as required and may include statutory holidays.

Under the direction of the Manager, Patron Services, this position is responsible for assisting the Patron Services Department in running events and performances in all aspects to ensure a high level of customer service and safety.

Activities & Responsibilities:

Coordinate and supervise the duties of the Patron Services team during performances and events

Coordinate emergency services as required, ensuring the safe evacuation of the entire patron-accessible area of the building (members of the public, staff and volunteers) in the event of an emergency.

Ensure compliance with Health and Safety Procedures, Fire Regulations and Liquor Control Regulations

Resolve patron concerns and complaints and escalate as required to ensure best possible customer services model

Manage patron flow through assignment of duties and supervision of Volunteer Ushers to provide quality service to patrons within an atmosphere of cooperative relationship building

Ensure volunteer conduct, uniform and personal hygiene requirements are adhered to

Ensure the bars run smoothly and are adequately stocked with all necessary goods

Ensure opening and closing inventory counts are accurate and complete

Ensure adherence to stock control procedures

Ensure the bars are kept in sanitary condition before, during and after a performance/event

Ensure adherence to cash management procedures as set out by Finance

Verify, collect, count and deposit money after each performance shift

Oversee accurate cash out procedures and ensure necessary paperwork is complete

Address discrepancies in cash reconciliation over tolerable thresholds as set by management

Prepare nightly reports including house counts, patrons' feedback, lost and found, Directors Lounge attendance and other issues or concerns that arise during the shift

Ensure compliance with Theatre Aquarius Policies and Procedures

Promote a positive perception of Theatre Aquarius at all times both internally and externally

Any and all other assigned duties as required

Qualifications:

Post-secondary education in arts administration, events and tourism management, or a related field, or equivalent professional experience

Demonstrated experience in a fast-paced quality hospitality environment

Possession of Smart Serve Certification

Excellent customer service skills

Ability to accurately manage and reconcile cash and cash equivalents

Knowledge of emergency and safety procedures

Good oral and written communication skills

Working knowledge of Microsoft Office Suite

First Aid Training considered an asset

Must be legally eligible to work in Canada

How to Apply:

Interested Applicants please email a PDF version of their Resume and Cover Letter to [ehodder@theatreaquarius.org](mailto:ehodder@theatreaquarius.org)

Start Date: Immediate

Theatre Aquarius is an equal opportunity employer and invites all qualified applicants to apply for the position. Theatre Aquarius thanks all candidates for their interest however, only those selected for an interview will be contacted.