

Revision Date:	
Pay Group:	16
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CLASS SPECIFICATION

Audience Services Assistant

NATURE AND SCOPE OF WORK

This is administrative and clerical work within the BlueShore Financial Centre for the Performing Arts at Capilano University, supporting the BlueShore programmed events, the School of Performing Arts department events, and overall University theatre events as well as external client theatre events within the community. This position provides box office and customer service support, ticket sales and clerical work for all BlueShore events, both on and offsite the campus and assists in event set up and execution.

Duties include recruiting and maintaining a roster of volunteer ushers as well as scheduling and providing training in accordance with fire regulations, communicating and clarifying policies and procedures, maintaining departmental records, and maintains volunteer software systems. An incumbent in this position reports to the General Manager of the BlueShore Financial Centre for the Performing Arts.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Actively recruits new CapU students, faculty and community as volunteers for upcoming shows and events. Trains, onboards, schedules and maintains roster of volunteers, ensuring compliance with university guidelines, policies and procedures of the department.
- Organizes special events and information sessions for new and existing volunteers. Facilitates communication and arrangements between the BlueShore and potential volunteers, current volunteers, and faculty/student volunteers.
- Assesses number of volunteers needed and schedules volunteers into events, ensuring all events are properly covered according to fire evacuation regulations.
- Updates and creates new usher documents for training on all fire evacuation positions.
- Operates the box office; sells tickets and hands out information before BlueShore events, both on and off

campus.

- Assists with event set up and execution of BlueShore events both on and off campus: picks up and orders supplies for concession, arranges for tables, coordinates necessary dry cleaning, communicates with external clients, other duties as required.

- Provides front line customer service and information in-person, by phone and by email to students, staff, faculty and the general public regarding ticket purchases and policies regarding the BlueShore Centre for the Performing Arts.

- Receives payment from a variety of sources; accepts payment by cash, cheque, credit card or debit card; issues receipts; maintains custody of and ensures the security of deposits. Sells tickets using Theatre Manager software and collects other revenue as necessary.

- Balances cash collection and reconciles reports to deposits at end of shift. Completes end of shift box office reports as required.

- Performs clerical duties such as data entry, mail-outs, poster distribution, and other clerical duties as assigned.

- Creates and maintains volunteer database of records and files, mailing lists, attendance sheets, theatre procedures and policies, etc.

- Uploads information from various sources to a web page, social media page and Moodle towards recruitment of volunteers.

- Maintains calendar of upcoming important dates and events and sends reminders as necessary.

- Organizes, updates minor theatre equipment for front of house usage

- Composes and signs a variety of non-routine letters.

- Arranges and attends volunteer meetings, including preparing agendas and taking minutes.

- Sets up and maintains volunteer software system and conducts ongoing research on new software systems, where necessary, with continuous improvements and departmental efficiencies in mind.

- Maintains a schedule and follow up system of matters outstanding, updated or retraining requirements, meetings and appointments, and ensures that deadlines are met.

- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).

- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of volunteer management software and ticketing software, including Better Impact and Theatre Manager.
- Thorough knowledge of the performing arts industry
- Thorough knowledge of word processing, spreadsheet and database applications, and the ability to upgrade and learn new applications.
- Ability to handle cash transactions, process orders and perform clerical tasks readily and to perform them in accordance with established procedures.
- Considerable knowledge of applicable rules, regulations and procedures which govern University and departmental activities, including office practices and activities.
- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to establish and maintain effective working relationships with, and provide customer service to, a diverse group of other employees, students and the general public.
- Ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations.
- Ability to maintain attention to detail with constant interruption.
- Flexible availability, including evenings and weekends

REQUIRED TRAINING AND EXPERIENCE

- Minimum of 2 years working experience in Theatre Manager or similar ticketing software including volunteer management software, preferably Better Impact.
- Work experience must include working with live events and handling cash transactions and coordinating a team of volunteers of 10 or more.
- Certificate related to work in the performing arts industry

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- Valid BC class 5 driver's license
- Serving it Right Certificate

