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Customer Services Concierge Posting

The Firehall Arts Centre is seeking an enthusiastic **Customer Service Concierge** to join our team. We are looking for someone who is inspired by theatre, dance and visual arts; who appreciates a professional challenge and enjoys the creative rewards of being part of a team making art happen in this amazing Heritage Building.

In our 36th season, the Firehall Arts Centre is recognized nationally for its artistic productions, presentations, exhibitions and artistic practice. Through its artistic programming the Centre opens doors to the arts for new and established arts audiences connecting communities by encouraging a greater understanding and a celebration of Canada's cultural pluralism.

The Arts Centre houses a flexible 136-175 seat black box theatre, a rehearsal studio space, an exhibition area and administrative offices for the Firehall Theatre Society and the Dancing on the Edge Festival.

Job Overview: Reporting to the General Manager and the Box Office and Facility Coordinator, the Customer Service Concierge is responsible for providing excellent customer service and ensuring a smooth facilitation of public events at the Firehall Arts Centre.

Key Responsibilities:

- Managing customer and front of house services for performances and events. This includes all aspects of audience service, including liaising with the bartender, box office, volunteer ushers, stage manager and technical staff.
- Greeting patrons and responding to questions about our programming and our services.
- Assisting Bar staff as needed
- Preparing post show reports.
- Ensuring all front of house supplies and bar supplies are fully stocked and all show related displays and signage are up to date and neatly displayed.
- Working with custodian to ensure cleanliness of the venue is maintained including outside areas and washrooms (pre and during performances)
- Ensuring building security is maintained during your shift including pre-show, during and post –show.
- Organizing and support volunteer ushers

Qualifications:

- Exceptional customer service and people skills
- Well organized and efficient
- Ability to work calmly under pressure.
- Experience with volunteer management
- Excellent computer skills, with experience in Microsoft Word, Excel and Google Drive
- Experience in public speaking is a asset
- Availability evenings and weekends
- Level 1 Occupational First Aid Certificate

- Serving Right and Food Service
- Good cash management skills

Hours of Work and Remuneration: This is a full-time seasonal position approximately 35 hour a week, based on performance schedules. Our weekly performance schedule is Tuesday through Sunday. Remuneration is \$15 dollars an hour with medical and dental benefits while on contract.

To apply for the position, please send resume and cover letter to The Firehall Arts Centre, 280 East Cordova Street, Vancouver, BC, V6A 1L3, or email to firehall@firehallartscentre.ca.
The deadline for applications is Feb. 4th.

No phone calls please. We thank all who express interest in this position, but only those considered for an interview will be contacted. The Firehall Arts Centre is committed to employment equity.