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[firehall@firehallartscentre.ca](mailto:firehall@firehallartscentre.ca)

[www.firehallartscentre.ca](http://www.firehallartscentre.ca)

## Customer Service Coordinator

### ORGANIZATION DESCRIPTION:

The Firehall Arts Centre is a vibrant performing arts centre, in the heart of Vancouver. Recognized nationally for its long-term commitment to bringing diversity to Canadian stages, the Firehall's mission is to enrich lives and expand minds through the performing and visual arts. Its vision throughout its 40-year history has been to showcase provocative performing and visual arts reflective of the diversity of Canada. Each year the Firehall presents a season of eight to twelve theatre and dance productions and presentations in its intimate black box studio theatre.

### WEBSITE:

<http://www.firehallartscentre.ca>

### JOB DESCRIPTION:

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

### JOB OVERVIEW:

The Customer Service Coordinator will provide excellent customer service and ensuring a smooth facilitation of public events at the Firehall Arts Centre. The successful candidate will be responsible for scheduling box office, bar and part-time Front of House staff in coordination with the Operations Manager; along with scheduling volunteers. The position will also involve assisting the Operations Manager with facility tasks such as scheduling contractor's etc.

## KEY RESPONSIBILITIES:

### COORDINATING FRONT OF HOUSE

- Managing customer and front of house services for performances and events. This includes all aspects of audience service, including evening staff, 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
- Cover box office and bar shifts if required
- Preparing post show reports
- Ensuring front of house and bar supplies are fully stocked, and show related displays are updated
- Ensuring building security is maintained during showtimes
- Organizing and supporting volunteer ushers
- Assisting in the curation and instillation of visual arts works in the gallery

### FACILITY:

- Familiarity with our building and working with the Operations Manager to assist with the facility such as scheduling contractors etc.

### ADMINISTRATION DUTIES:

- During office hours, assist with general reception and admin tasks
- Demonstrate impeccable skills in working with the public; include positive attitude and flexibility.
- Assist with basic inputting into the accounting system

### QUALIFICATIONS:

The ideal candidate will have a passion for theatre and dance and a genuine interest in the work of the Firehall Arts Centre. The Firehall is an equal opportunity employer interested in positive, creative candidates who bring a new perspective to a wonderful team. Other qualifications include:

- Demonstrates impeccable skills in working with the public, and an ability to listen to concerns and resolve problems creatively and flexibility
- Must have good communication 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
- Availability evenings and weekends
- Good cash management skills
- Experience with Theatre Manager or another box office program is an asset

- Serving It Right and Food Service
- First Aid Level 1 training is an asset  
Note: The Firehall can pay for this training, if the right candidate does not already have this
- Diversity and anti-oppression training an asset

If you don't have all of these qualifications but are passionate about the performing arts, the Firehall and the work that we do, please tell us about the qualifications you do have and why you might be the perfect person for the job.

#### HOURS OF WORK:

This is a full-time position, 35 hour a week. The schedule for this position will be afternoon and evening shifts Tuesday through Saturday. There may be some flexibility to this schedule when the theatre is dark between productions.

#### HOW TO APPLY:

Please send a cover letter and resume to [firehall@firehallartscentre.ca](mailto:firehall@firehallartscentre.ca) with Customer Service Coordinator in the subject line or mail to Firehall Arts Centre, 280 East Cordova St., Vancouver, BC, V6A 1L3.

We thank all who express interest in this position; however, only those selected for an interview will be contacted.

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.

#### DEADLINE:

Friday 20<sup>th</sup> May, 2022

#### REMUNERATION:

\$675 per week, with medical and dental benefits three months into employment.

**Contact Name:** Jessica Gerlach, Operations Manager  
**Contact Email:** [firehall@firehallartscentre.ca](mailto:firehall@firehallartscentre.ca)