

## Patron Services Associate - Part Time on Call

**DEADLINE:** Open until Filled

**Kay Meek Arts Centre** is a performing arts venue in the heart of West Vancouver. Every year KMAC presents a season of more than 50 concerts, plays, dance performances, films, speakers and other special events in the 500-seat Grosvenor Theatre and the intimate McEwen Studio Theatre. When not being used for its own presentations, the Kay Meek Arts Centre facilities are available for rent to arts and community groups, including West Vancouver School District (SD45). The combination of hosted, rental and SD45 shows means the facility presents more than 300 performances every year.

The values of the Kay Meek Arts Centre are ***Learning, Leading, Welcoming, and Engaging***. We value diverse perspectives, experiences and cultures and are committed to inclusivity in our workplace.

**WEBSITE:** [kaymeek.com](http://kaymeek.com)

### RESPONSIBILITIES

Reporting to both the Director of Venue Services and the Executive Director, this position is responsible for shift coverage during daytime and evening operating hours (each shift will be either in the Box Office, Front of House, or Concession).

### FRONT OF HOUSE DUTIES:

- Act as an ambassador for the Centre offering the highest quality customer service and professionalism
- Ensure the smooth running and timely start of all events presented at Kay Meek Arts Centre
- Liaise with Technical staff and when appropriate the Event Liaison to gather necessary event information
- Lead and supervise Kay Meek volunteers to help provide high quality customer service; assist in setting up, and overseeing the lobby activities
- Help resolve patron concerns; aid visitors and coordinate volunteer-ushers in the event of an evacuation. Provide first aid response as required
- Assist concession/bar as required
- Other duties as required

### BOX OFFICE DUTIES:

- Work at the Box Office during regular Box Office hours (Tuesday and Thursday, 12pm-4pm) and during ticketed events: answering phones, selling tickets in-person & over the phone, returning phone messages & emails; assisting patrons with web sales
- Process sales in Spektrix
- Reconcile debit, cheque, and credit card transactions



**KAY  
MEEK  
ARTS CENTRE**

1700 Mathers Avenue  
West Vancouver, B.C.  
V7V 2G7

Box Office: 604.981.6335  
Administration: 604.981.1170  
**KAYMEEK.COM**

- Provide patrons with information about KMAC events while offering the highest quality customer service
- Other duties as required

**CONCESSION DUTIES:**

- Prepare alcoholic and non-alcoholic beverages for customers
- Set up and restock bar inventory and supplies
- Clean up the theatre after the event with FOH Manager
- Maintain a clean and safe working area at all times
- Process sales in Square or Moneris
- Meet sales goals when applicable
- Other duties as required

**QUALIFICATIONS:**

- Certifications: Serving it Right, First Aid Level 1
- 1 year of experience in Front of House duties in performing arts venues and/or applicable customer service experience.
- Experience with reconciling reports and inventory.
- Highly organized, reliable, detail oriented and self-motivated worker who is able to work independently, and has superior communication and people skills
- Ability to: work under pressure in a fast paced, reactive environment; work flexible hours including mornings, evenings, and weekends; motivate volunteers and staff in a friendly and outgoing manner.
- Strong Computer skills; experience in Spektrix ticketing software and/or any ticketing software is an asset.
- Experience working with, and/or overseeing volunteers is an asset.

**HOW TO APPLY:**

Please submit cover letter and resumé as PDF or Word document, BY EMAIL ONLY. Kay Meek Arts Centre  
Email: [becky@kaymeek.com](mailto:becky@kaymeek.com) \*Please note the position title in the subject line\*

**REMUNERATION:** \$20 per hour