

Maple Ridge & Pitt Meadows Arts Council

Assistant Customer Services Manager

The Assistant Customer Services Manager will report to and act as deputy to the Customer Services Manager, with specific responsibility for coordinating and overseeing the front-of-house operations of The ACT, Art Centre & Theatre in Maple Ridge. As an integral member the team, this full-time position also maintains and coordinates food and beverage services including ordering and inventory, and supervises and participates in the work of a moderate sized group of part-time staff.

Key Activities and Responsibilities:

- Supervise part-time staff and volunteers engaged in ushering, cashiering, bartending, concession, coat check, hosting, patron services, ticket centre, set up and strike.
- Participates in the recruitment, training, motivation, scheduling and assigning of duties to volunteers
- Organize and coordinate performers with Executive Director for the Lobby Entertainment series and coordinates their requirements with the Technical Department.
- Controls and maintains an inventory of concession, cafe and bar supplies including vending machines; reviews new products, requisitions stock and as required picks up materials to ensure adequate supplies are kept on hand
- Advises theatre user groups regarding theatre policies and procedures pertaining to matters such as emergency procedures, house control and concession arrangements
- Checks theatre prior to opening to ensure all necessary preparations are completed and ensures the security of theatre upon closing
- Verify all paperwork for supervised events for submission to Finance.
- Organizes and coordinates rider requirements for ACT presented shows as well as the provision of catering services to user groups including but not limited to before or after theatre receptions and events as required.
- Personnel/volunteer recruitment, training, scheduling, supervising and evaluating
- Perform any other related duties that may be required by the Customer Services Manager.
- Provide back-up support to the Ticket Centre and Events Coordinator as required

Required Licenses, Certificates and Registrations:

- Post secondary education in hospitality management/ special events/ theatre or equivalent experience
- BC Drivers license
- Certification in Serve it Right Licensee
- Super Host
- Food Safe
- First Aid

Application Deadline: Friday, January 8, 2010

Only applicants selected for interview will be contacted

Submit to:

Bramwell Pemberton

The ACT, Arts Centre and Theatre/MRPM Arts Council

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