

## We're Recruiting For...

# Front of House Staff

The Guest Services team, comprised of both Box Office and Front of House staff, ensures all our patrons' experiences at Confederation Centre of the Arts are memorable. Front of House Staff are generally responsible for all interactions with guests during performances and events in our theatres, including taking tickets, and directing or assisting guests to their seats.

Candidates interested in applying for a position in Front of House:

- must be 19 years of age or older;
- must have or be able to obtain the Responsible Server certification;
- should have an interest in arts and culture; and
- be comfortable dealing with and engaging with customers.
- Bilingualism is considered an asset for this position.

In addition to the experience requirements listed above, the knowledge, skills, abilities, and other characteristics that are required in this role include:

- Excellent verbal communication, customer-service, and interpersonal skills;
- Self-motivation, and a positive, team-player attitude;
- Excellent listening skills and problem-solving skills;
- Ability to work independently and as part of a team;
- High level of personal and professional integrity and accountability;
- Engaging level of enthusiasm and humour;
- Ability to build and maintain relationships with customers; and
- Ability to adjust actions and/or plans in relation to external and influencing factors.

Front of House Staff are employed in accordance with the IATSE Local 906B Collective Agreement on full-time or part-time basis. Typical shifts include Evenings Monday – Saturday and Afternoon Matinees Monday or Tuesday and Wednesday & Saturdays

Candidates interested in pursuing this exciting opportunity should submit their résumé and covering letter (including dates of availability) to the attention of Joy Gallant, Manager of Guest Services, by email to [jgallant@confederationcentre.com](mailto:jgallant@confederationcentre.com) or in hard copy during regular business hours at the Security Desk of the Administration Offices located at 145 Richmond Street in Charlottetown.

Deadline: July 15, 2019

We appreciate the interest of all applicants for this position. However, only candidates selected for an interview will be contacted.

Confederation Centre of the Arts is committed to providing equal opportunities in employment. We welcome and encourage applications from people with disabilities and upon request will accommodate candidates taking part in all aspects of the recruitment and selection process.