

SID WILLIAMS THEATRE SOCIETY

OUR MISSION TO BE A LEADER AT PROVIDING PROFESSIONAL THEATRE SERVICES TO THE COMOX VALLEY IN A SAFE, COST EFFICIENT, ENVIRONMENTALLY RESPONSIBLE MANNER FOR THE BENEFIT AND CULTURAL ENRICHMENT OF OUR COMMUNITY, CLIENTS AND PATRONS.

POSITION POSTING: CLIENT SERVICES ASSOCIATE **CLASSIFICATION:** PART TIME

The Sid Williams Theatre Client Services Department is looking for a positive team player to join us in providing exceptional service to our patrons and clients. The role of the Client Services Associate is to work in the Ticket Centre with assistance in Front of House and Concession when required. This position requires someone that is proficient in MS Office programs, enjoys taking on projects, being a team player and has experience in a supervisory role. Duties required of a Client Services Associate will change depending on their experience and the time of year.

QUALIFICATIONS: attached

JOB DESCRIPTION: attached

SCHEDULE: Approx 20 hours per week, schedule varies from early mornings to late nights and requires flexibility.

COMPENSATION: \$10.50 first 90 days, wage increases upon successful completion of probation

JOB POSTING: The position of a Client Services Associate with flexibility given to the right applicant is to be filled by Thurs., Mar 1st, 2012. Applications are accepted till 4 pm on Fri., Feb 24th, 2011.

APPLY: Include Resume, Cover Letter, and References

By Email: csdirector@sidwilliamstheatre.com Subject: CSA posting

In Person: To the Ticket Centre - Tuesday to Saturday 10 to 4

To the Client Services Director - Wed., Feb 21st & Fri., Feb 24th 10 am to 12 pm

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JOB DESCRIPTION / PRIMARY RESPONSIBILITIES:

- SAFETY PROGRAM compliance with guidelines for workers
- TICKET CENTRE daily procedures and event procedures
- PARTICIPATION at Team Meetings
- ASSIST TICKET CENTRE SUPERVISOR as needed
- ASSIST FRONT OF HOUSE SUPERVISOR as needed
- ASSIST CONCESSION SUPERVISOR as needed
- OTHER DUTIES as assigned (general office, reception, etc)

SUPERVISORY RESPONSIBILITIES:

- CLIENT SERVICES ASSOCIATES guidance as needed

QUALIFICATIONS

- MINIMUM 2 YEARS Experience in a CUSTOMER SERVICE INDUSTRY
- MINIMUM 1 YEAR experience with MS OFFICE programs
- Experience in basic accounting and till balancing preferred
- Experience in any Reservation Software preferred
- Human Resources training/experience preferred
- Valid FIRST AID Level 1 – required within 3 months
- SERVING IT RIGHT Certificate – required within 3 months
- WORLDHOST training an asset