



THE CORPORATION OF THE TOWN OF OAKVILLE VOLUNTEER POSTING

This volunteer profile reflects the general details considered necessary to perform the principle functions and shall not be construed as an interpretation of all work requirements inherent in the job. Applicants are required to demonstrate in their applications and in the interview process that their qualifications for the positions match those specified. Applicants may be required to undergo a skills assessment and/or testing.

Job Designation: Ticket Taker – Oakville Centre for the Performing Arts

Department: Recreation and Culture

Volunteer Responsibilities:

The Oakville Centre is a 497 seat theatre tiered over 17 rows as well as a 120 seat studio theatre on the lower level. This position will require:

- Set up and manage ticket taking stands
- Handles or re-directs enquiries from patrons, sponsors, rental clients, artists and caterers.
- Ensuring patrons have lids on beverages when entering into the theatre and enforcing “no beverages” into the theatre when required
- Assisting ushers with latecomers including greeting, and directing patrons entering the theatre.
- Take tickets (both manual and with electronic scanners) ensuring that purchased seats have been correctly designated.
- Ensure that any ticket problems are correctly dealt with.
- To know and assist with medical emergency and evacuation procedures.
- Uniforms required; Oakville Centre uniform shirts will cost \$20.00
- Other duties as assigned.

Required Commitment:

- 2-3 shifts per month minimum (September to June). All ticket takers will be required to stay until relieved by the front of house manager on duty.

Qualification:

- Strong customer service skills.
- Good communication and skills.
- General theatre knowledge and interest.
- Ability to stand for an extended period of time.
- Minimum Age 16 (parental consent required 16 to 18)

Training:

- Initial orientation training on-site (includes customer service AODA, Bill 168, etc.)
- Position specific Training (shadowing)
- Ongoing mandatory training (updated and refresher on fire evacuation procedures)

Screening Required:

- Application (including parent release for 16-18 year olds)
- Interview
- Reference checks (2)

DATED: November 19th, 2015

We thank all applicants and advise that only those selected for an interview will be contacted.

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer