

FRONT OF HOUSE ASSOCIATES

Location: Prosserman JCC, 4588 Bathurst Street, North York ON

Rate: \$20.00 - \$35.00 per hour, depending on experience

Are YOU our Front of House Associate?

Do you have a passion for the Arts? Are you looking for an entry point to a successful career in Cultural Arts? We have a state-of-the-art theatre and event space in our magnificent new JCC and are looking for enthusiastic, capable front-of-house staff to augment the customer experience. This role is not just a job; it's a gateway to professional growth and a chance to play a pivotal role in shaping the recreational and educational journey of our members and building Jewish community.

Role Summary

The Front of House Associate brings our programming and events to life and plays a pivotal role in creating meaningful experiences for our members, guests, event partners and vendors. Responsible for the smooth operation of the house (typically both the atrium/lobby and audience seating area) during the run of the show, creating a welcoming space and oversee the safety and well-being of clients and guests before, during, and immediately after the show. They answer questions, listen to rental clients' compliments and concerns, and make audience members feel welcome.

The most important traits for this role are flexibility, initiative, customer-service, and good sense and sound judgment in practical matters. Being willing and able to work a flexible schedule up to 24 hours a week, evenings and some weekends is essential.

Key Responsibilities

- Serving as primary liaison for theatre renters and all event-related vendors (i.e. catering, florists, etc).
- Working creatively with renters to maximize the success of their event.
- Supervising the theatre while in use by renters (i.e. attend any rehearsals, set-up- tear down and the event itself).
- Assisting with pre-planning, logistics, management, marketing, publicity, and promotion of facility events and programs.
- Develop and maintain detailed knowledge of rental supplies, equipment, health and safety policies, and procedures.
- Supervise volunteers who are assisting at events at the Leah Posluns Theatre.

About the JCC

At the JCC, you are part of something bigger. You matter.

The JCC is an open, inclusive, and welcoming community, where belonging is everything. The JCC has become one of the largest platforms for engagement and connection to community in the Greater Toronto Area; a place where multiple generations can strengthen their body, mind, and soul. Programs include arts and culture, aquatics, recreation, education, sports, fitness, daycare, day camp, and more.

For over 100 years, JCCs have been serving Jewish communities around the world. There are over 300 JCCs globally and 150 in North America. 1.5 million people enter a JCC each week in North America.

In the JCC's recently completed Strategic Plan, it set a bold and ambitious goal that, by 2026, the number of people engaging with the Prosserman JCC and the Schwartz/Reisman Centre will triple as the JCC becomes the centre of a thriving Jewish community. We are on a growth path of transformative change so that, when we're done, 75,000 people annually will experience the JCC's new mission; to be a hub of community, dedicated to the enrichment of Jewish life through meaningful shared experiences.

What you will receive

The opportunity to work with some of the most passionate, driven, and effective community builders and educators in Toronto. Be part of a culture that will continue to challenge and empower you to keep learning and growing.

What else can you expect?

- Generous staff discounts on paid programs like summer camp, swimming lessons, personal training, competitive sports leagues, etc.
- Free parking
- People-centered, flexible work environment that always puts your family and/or your personal life and overall well-being first

Bonus Points

- Experience in event planning and/or performing arts coordination, including rental/event and vendor contract administration.
- Excellent communication and customer service skills.
- Sales experience an asset.
- Experience operating and troubleshooting basic audio/visual equipment is an asset.
- Proficiency in Microsoft Office (Outlook, Excel, Word, PowerPoint).
- Background or interest in Jewish education, programming and enrichment.
- A commitment to building Jewish Community.
- Experience operating and troubleshooting basic audio/visual equipment is an asset.
- Familiarity with Occupational Health and Safety policies and procedures.
- One year in customer service experience and/or sales experience

To Apply:

We welcome all applicants. Accommodations during all phases of the hiring process will be made wherever possible. Please submit your resume to Marnie Mandel, marnie@prossermanjcc.com no later than July 31, 2024.

We appreciate your application; however, we will only be contacting the candidates we wish to interview.

Don't self-select out if you're missing a bullet point or two of this job description from your resume. We are open to candidates of all backgrounds and are committed to cultivating a diverse and inclusive team. If this job description energizes you, let's talk.