



1701 Elgin Rd.  
Victoria, BC V8R 5L7  
phone 250 595 9970  
fax 250 595 0779  
[ccpacanada.com](http://ccpacanada.com)

## Box Office and Front of House Supervisor

Position Overview  
Posted November 2021

### ABOUT THE COLLEGE

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Situated in beautiful Victoria, British Columbia, the Canadian College of Performing Arts (CCPA), founded in 1998, is a dynamic educational center dedicated to excellence in the performing arts. CCPA offers the highest level of quality training in a broad spectrum of performance areas, preparing students for careers locally, nationally and internationally. The College offers a stimulating, positive and constructive environment where students are encouraged to develop high performance, work ethic and conduct standards. The Canadian Heritage Arts Society, a non-profit society, operates the College.

The college has a strong community of alumni, donors, and volunteer support, and has been highly effective in its management of COVID-19 protocols, ensuring that students, faculty and staff are safe, and that the college could return to in-person learning in September 2020 and continue to be successful in its mandate of providing the highest caliber of performing arts training.

### THE POSITION

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Reporting to the Administrative Manager and the Managing Artistic Director, the **Box Office and Front of House Supervisor** ensures enthusiastic and timely patron, subscriber, and audience services; and contributes to the efficient day-to-day operations of the Canadian College of Performing Arts office and administrative departments.

CCPA's ideal candidate will be passionate about the performing arts and education and can build momentum with our current stakeholders and prospective students, as well as inspire new supporters.

### ACCOUNTABILITY & REPORTING STRUCTURE

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The **Box Office and Front of House Supervisor** will report directly to the Administrative Manager and the Managing Artistic Director. Additionally, they will work closely with

various College departments, including the Communications Officer and Director of Education.

#### OVERVIEW OF PRIMARY DUTIES AND RESPONSIBILITIES

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The **Box Office and Front of House Supervisor** works under the Administrative Manager and the Managing Artistic Director and to ensure a positive patron experience, assist with engagement, and provide administrative support.

- Manage subscription and individual ticket sales through Theatre Manager (box office software), email, and phone; and work with the Administrative Manager to maintain subscriber relationships
- Provide Audience services and supervise Front of House volunteers and students, including managing concession and ensuring COVID-19 protocols are enforced
- Provide administrative support to the various college departments

#### DETAILED RESPONSIBILITIES

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##### *Box Office and Front Of House*

- Audience services supervision
- Assist in pre-planning the season for the audience including updating our database with patrons, subscribers, donors, community partners, volunteers, alumni, faculty, and staff
- Responsible for the safety and well-being of event attendees at performances
- Recommend and follow policies for discounts, exchanges, and refunds
- Manage all external tickets and subscription requests
- Program all ticket and event packages into box office software (Theatre Manager)
- Manage all internal ticket requests, including from staff, faculty, and complimentary tickets (community partners)
- Responsible for financial reporting end of day procedures for box office
- Responsible for attendee reporting for all performances and events
- Set up and manage staffing for performances and train students and volunteers on front of house procedures and evacuation protocol
- Ensure proper lobby signage, and website and program content for audience advisories and box office information
- Stock and manage concession supplies
- Generate statistical reviews, and analysis and information for internal and external reporting as related to box office
- Volunteer coordination for audience services: including recruiting, training, and celebrating volunteers as well as maintaining an up-to-date volunteer database in Theatre Manager

## *Administrative*

- Additional day-to-day administrative support as needed, as directed by the Administrative Manager
- Supports guest artist relationships including arranging travel and accommodation
- Assists in the cataloguing of digital and physical materials
- Logistical support for events including and not limited to: ordering food, liquor, preparing and serving in the kitchen, applying for liquor licenses, providing assistance with set up and take down

## QUALIFICATIONS

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Post-secondary degree or an equivalent combination of education, performing arts and/or Box office/Audience Services experience. 1-2 years of relevant experience, preferably in Education, performing arts and/or Theatre.

### **Skills and Abilities**

- BIOPC members are encouraged to apply
- A Canadian citizen or permanent resident
- Youth ages 19-30
- First Aid certificate for level 2 required or willingness to get it
- Computer skills including basic experience with Microsoft platform and Google Suite
- Experience with Audience Services and Box Office
- **Experience with Theatre Manager box office software a benefit**
- Strong leadership, decision-making, analytical and problem-solving skills
- Excellent planning, organizational, time-management and team building skills
- Self-starter, detail oriented and flexible
- Strong interpersonal and oral/written communication skills.
- Public speaking and engagement skills an asset
- Demonstrated knowledge of the pursuit or educational development of the Performing Arts
- Ability to work evenings and occasional weekends at events and performances as required throughout the year.

## WORKING CONDITIONS

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- Salary range: \$18.00 to \$22.00 depending on experience.
- Part-time 20 hours per week position with comprehensive medical benefits package. It is understood that the college has evening and weekend events and this

position requires the staff member to adjust their schedule of work accordingly for each production and Front of House Call.

- The Canadian Heritage Arts Society operating as CCPA is an equal opportunity employer.

#### HOW TO APPLY

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Interested applicants should provide a letter of interest, a current resume, and a list of three references with contact information. Applications will be reviewed on an ongoing basis. For priority consideration, **complete applications must be submitted by Monday, November 22, 2021** to [hire@ccpacanada.com](mailto:hire@ccpacanada.com), attention: Caleb Marshall, Managing Artistic Director.