

Venue Rentals & Front of House Manager

Ready to make your mark in the Arts?

Established in 1959, Canada's National Ballet School is one of the world's foremost training institutions for aspiring young dancers and teachers. Attracting students from across the country and around the world, NBS is the only ballet academy in North America to provide elite dance training, academic instruction and residential care on the same campus. The School's progressive curriculum, with its emphasis on the physical and emotional well-being of the student, has put NBS at the forefront of dance training internationally.

Making dance relevant to all persons through its philosophy of 'sharing dance' sees NBS engaging a diverse mix of participants, from school children to people living with Parkinson's Disease, in both on and off-site classes.

Canada's National Ballet School is currently accepting applications for the **Permanent Full-Time** position of

VENUE RENTALS & FRONT OF HOUSE MANAGER

Reporting to the Production and Theatre Operations Manager, the Venue Rentals and Front of House Manager position will manage all facility rentals for Canada's National Ballet School and Front of House Operations for the Betty Oliphant Theatre, including box office and ticketing for NBS events.

Major Duties and Responsibilities:

- Onsite Venue Representative and rental agreement client liaison during events/performances; ensures user satisfaction; and creates post-event follow up.
- Act as primary contact for all prospective rental inquiries and preferred catering, rental and valet partners.
- Lead full-cycle administration of the facility rental function, from fielding initial inquiry to final invoice.
- Oversee marketing for Venue Rentals, and maintain industry listings and Venue Rentals website.
- Manage all aspects of rental and front of house departments: recruiting, scheduling & training all FOH, Box Office, and Venue Rental employees; Generating show/event notes; Keep updated training and evacuation manual; manage public relations issues which occur at performances and events.
- Coordinate ticket sales and reporting for internal events.
- Maintains Box Office phone system; updates outgoing messages regularly, and responds to rental and box office inquiries in a timely manner.
- Flexible hours; evenings and weekends required.

Qualifications/Skills/Experience:

- Post-Secondary education in a theatre-related program, events or equivalent;
- Minimum 2 years of experience in Front of House or Box Office supervisory role and/or minimum three (3) years of hands-on Rental Coordinator or related position;
- Knowledge of Microsoft Office (Word, Excel, Outlook); previous experience with EventPro and Vendini an asset.
- Ability to successfully manage competing tasks and priorities in a high energy environment
- Exceptional customer service and interpersonal skills - able to work harmoniously with all rental clients, internal staff & external contractors during events.
- Demonstrated leadership experience in supervising and motivation of crew members.
- Certification in First Aid and Smart Serve preferred.
- Broad understanding of the not-for-profit sector.

Successful candidates must supply Canada's National Ballet School with a Police Reference Check in accordance with the School's Child Abuse/Sexual Abuse Prevention Policy; this will be coordinated through the Human Resources Department of NBS.

Qualified applicants should send a resume and cover letter **with salary expectations** to careers@nbs-enb.ca including "Venue Rentals + FOH Manager – August 2019" in the subject line of your email **by August 18, 2019***.

Canada's National Ballet School is located at 400 Jarvis St., Toronto, Ontario M4Y 2G6.
Please visit www.nbs-enb.ca for more information.

* Consideration of applications will begin **immediately** and continue until the position is filled.

NBS is committed to providing accessible employment practices, in compliance with the AODA. Requests for accommodation can be made at any stage of the recruitment process, applicants are asked to make their needs/requirements known.

NBS thanks all candidates for their interest; however, only those selected for interviews will be contacted.