Invites applications for the following position(s):

COMPETITION NUMBER: 447

C.U.P.E. Local 3338 – Temporary Position
CLERK, GRADE 5
CULTURAL UNIT PROGRAM – SFU VANCOUVER
POSITION NUMBER: 108155

POSITION OUTLINE:
The Senior Front of House position is responsible for the training, assignment of duties and direction of all part-time ushers, greeters, ticket-takers, volunteers and box office personnel for the SFU Woodward’s Cultural Unit. Ensures the safety of patrons, clients and staff through the proper implementation and enforcement of all safety policies and emergency protocols. Assists in on-site decision making by liaising with clients, technical staff and key stakeholders to ensure that expert customer service is provided for all events. Performs other duties and responsibilities consistent with the job description and classification on request. Please note: This is a part-time position. Hours of work will vary. This position is located at SFU Woodward’s Goldcorp, 149 West Hastings Street, Vancouver, BC. Priority will be given to qualified registered SFU students who must submit a Fall 2016 class schedule with their cover letter and resume.

QUALIFICATIONS:
- **High school graduation.
- **3 years of related experience.
- Thorough knowledge of the roles and requirements of Front of House theatre positions.
- Ability to coordinate the smooth operation of Front of House duties by assigning positions, briefing staff and volunteers, delegating duties and directing the implementation of those duties and instructions.
- Ability to provide one-on-one training to individuals and/or small groups in all job duties for ushers, greeters, ticket-takers, volunteers and box office personnel.
- Ability to portray a professional demeanor and image.
- Excellent organizational, interpersonal, communication and customer service skills.
- Ability to manage multiple tasks and responsibilities at once.
- Ability to display a calm demeanor when dealing with multiple questions from the public and changing priorities.
- Ability to make quick and decisive solutions to Front of House problems encountered during performances.
- Ability to speak with authority in public and to command attention of a crowd.
- Ability to use database computer applications (e.g., scheduling system, ticketing system) at a basic level.
- Knowledge of first aid procedures.
- Ability to learn and train others in fire/safety and emergency evacuation procedures.
- Ability to work flexible shifts, including evenings, nights and weekends.
- Ability to stand/walk for entire shift.
- Ability to lift or carry materials weighing up to 20 lbs.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

HOURLY SALARY: $19.77
START DATE: ASAP
POSITION END DATE: December 4, 2016

A detailed resume and cover letter quoting Competition #447 must be received in our office by 4:30 pm on August 22, 2016, addressed to the attention of Francesca Turrell, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment

A more detailed job description may be obtained at www.sfu.ca/jobpostings