

Creativity is in our nature. Is it in yours?



Arts Whistler is passionate about Whistler, about arts, and about making arts and culture an integral part of day-to-day life. Operating out of the Maury Young Arts Centre in the heart of Whistler Village, Arts Whistler runs a variety of creative classes, showcases an exciting lineup of live shows for *Arts Whistler Live!*, and hosts year-round free-admission exhibits in The Gallery supporting local artists and their craft. Annual events include the *Whistler Children's Festival*, *Whistler Street Entertainment*, *Arts Whistler Holiday Market*, *We Heart Local Art*, and *Art on the Lake*. Arts Whistler creates bold, inspiring, and engaging experiences and supports an arts and culture sector in Whistler that's welcoming, accessible, and collaborative.

Position Description:

The Front of House Assistant reports directly to the Venue Sales and Service Supervisor (VSSS) and is responsible for providing engaging customer service, as well as event and program support, for our vibrant community groups, artists and clients, and visitors to the Maury Young Arts Centre. The Front of House Assistant will work with the venue team to ensure effective and quality-based event execution and smooth day-to-day operations. Your team will engage locals and visitors in Whistler's awe-inspiring arts and culture by connecting them with information, programs, local artists and the venue. This position is a good opportunity for someone to strengthen their skills in arts and culture administration and events.

Hours of work: 16-24 hours per week. Must be flexible and willing to work some nights, weekends, and holidays.

Key Responsibilities:

- Execute day to day operations for the Maury Young Arts Centre, including opening and closing procedures, event execution, office duties, and customer service and support.
- Greet visitors and provide helpful information about Arts Whistler and all arts, culture, heritage programs, and events.
- Share responsibility in executing venue housekeeping roster, office administrative duties and gift shop upkeep.
- Assist other staff with administrative duties as required.
- Daily and weekly sales reconciliation.
- Collect and process incoming and outgoing mail, emails, photocopying, and filing during your shift.
- Process Arts Whistler membership sales and renewals.
- Assist with maintenance, upkeep and inventory of The Gallery artisan sales.
- Proficient use of EMS Booking software to assist with inquiries and bookings for Maury Young Arts Centre events.
- Assist in daily room setup and teardown requirements and upcoming event quotes.
- Monitor customer bookings ensuring they start and finish at scheduled times.
- Collect relevant information for any potential and current bookings.
- Ensure the safety of patrons, volunteers, and staff through emergency procedures, conduct policies, and responsible service of alcohol policies.
- Sell tickets, administer will call, provide basic information for all ticketing system sales and events.
- Assist with maintenance and addition of events onto online sales portal and website.
- Additional duties as required.

Qualifications and Experience:

- Education or experience working in administration, customer service, and event support within an event venue, hotel, or similar.
- Intuitive customer service focus.
- Excellent business oriented written and oral communication skills.
- Good workload and time management skills.
- Professional, enthusiastic, results-driven, coachable, eager to learn, and easy to work with.
- Ability to work both independently and collaboratively as a team player.
- Solutions-oriented with the ability to identify and manage challenges.
- Ability to work with diverse groups and individuals, often under high pressure and fast-paced conditions, to efficiently meet objectives and client needs.
- Attention to detail and commitment to seeing a job through from start to finish.
- High-energy individual who is flexible and works well on their feet.
- Ability to sustain physical activity walking up and down stairs, pushing carts, lifting and setting up tables and chairs as needed.
- Comfortable with the Microsoft Office suite including Word, Outlook, Access, and Excel and eager to learn new systems.
- Available to work varied hours including evenings and weekends.

Bonus Points!

- Experience with venue booking software.
- Working knowledge of event equipment and AV.
- Current certification in First Aid and Serving it Right.

Learn more about Arts Whistler:

<http://artswhistler.com/arts-in-whistler/local-artists>

<http://artswhistler.com/about-us>

<http://artswhistler.com/events-and-programs/events-and-festivals>

To Apply Please send an engaging cover letter, resume, and three references to getinvolved@artswhistler.com

Application deadline: Apply today! Applications accepted until position is filled.

We thank all applicants in advance for their interest and will be in contact with those candidates we would like to interview for the position.