

Permanent Full-time Position Description: Venue Services Lead

The Venue Services Lead reports directly to the Venue Sales Manager. This role is responsible for ensuring customer service excellence for venue bookings, event set-up, building operations, and guest information services. They are responsible for the coordination of bookings with clients and AW staff. The Venue Services Lead will work with the venue team to ensure effective and quality-based event execution and smooth day-to-day operations.

This position reports directly to: Venue Sales Manager

Hours of work: 40 hours per week. Position requires ability to work evenings, weekends and holidays. Standard operating days are Tuesday to Saturday, other days may be required as necessary.

Key Responsibilities:

- Execute day to day operations for the Maury Young Arts Centre, including opening and closing procedures, event execution, office duties, building operations and customer service.
- Deliver high quality and comprehensive customer service at the Arts Centre front desk, including ticket sales, shop sales and information services
- Provide front desk training for casual, short-term and other staff, as required.
- Primary point of contact for booking spaces inquiries and venue rental services at the Maury Young Arts Centre.
- Proficient use of computer systems to deal with inquiries, rental quotes and customer record management Explore leads and reach out to repeat clients for rentals.
- Follow-up with clients in a timely manner to confirm bookings and secure deposit payment.
- Determine client requirements and produce accurate communications and quotes for bookings.
- Monitor customer bookings, ensuring they start and finish at scheduled times and adhere to venue capacity requirements.
- Provide client support for bookings and events in the Maury Young Art Centre.
- Coordination of room set-ups and equipment requirements for internal and client bookings.
- Ensure the safety of patrons, volunteers, and staff with adherence to emergency procedures, conduct policies, and responsible service of alcohol policies.
- Operation of box office operations, including liaising with service provider (Showpass), AW staff, venue clients and guests.
- Manage volunteer requirements and outreach via Volgistics (or alternative) software.
- Janitorial and waste removal service contract liaison.
- Building maintenance monitoring and upkeep actions (with Technical Director).
- Support other Arts Whistler programs and initiatives throughout the year.
- Other duties as required.

Qualifications and Experience:

- Education or experience working in administration, customer service, and event support within an event venue, hotel, or similar.
- Friendly and customer-service focused.
- Positive, kind, plays well with others.
- Excellent business oriented written and oral communication skills.
- Excellent project and time management skills.

- Professional, enthusiastic, results-driven, 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, with excellent problem-solving skills.
- Ability to sustain physical activity including but not limited to walking up and down stairs, pushing carts, lifting and setting up tables and chairs as needed. Must be able to lift a minimum of 23 kgs/50 pounds.
- Strong proficiency in Microsoft Office software including Word, Outlook, Access, and Excel and eager to learn new systems.
- Class 5 Driver's License.
- Serving It Right Certificate.
- Available to work varied hours including evenings and weekends.

Reference in application for Bonus Points!

- Experience with venue booking software Event Temple or similar program.
- Working knowledge of event equipment and A/V.
- Occupational First Aid Level 1.
- Food Safe Certificate.

Remuneration:

- Hourly wage range \$24.00 – \$25.50 (based on qualifications.)
- Schedule flexibility.
- 100% Extended Medical Benefits coverage.
- Recreation/Ski pass financing.
- Paid sick days that exceed the provincial minimum.
- Working in a creative environment.
- Positive team culture.

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 a cover letter, resume, confirmation of local housing 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.