

home to our  
arts community

# PLACE DES ARTS

## **JOB POSTING REGISTRATION CLERK PART-TIME (up to 19 hours per week)**

Place des Arts seeks a highly motivated and capable team player to assist with registering and serving Place des Arts customers on a part-time basis. Regular shifts: Sunday 12:30-5:30pm, Monday 4:00-9:30pm, Tuesday 4:00-9:30pm. Shifts will change during the summer months.

### **PLACE DES ARTS**

Place des Arts is an established not-for-profit arts centre in Coquitlam. With a mission to inspire the artist in everyone, Place des Arts offers quality arts education programs in the visual and performing arts for all ages and abilities. The centre's Artisan Shop and galleries support local emerging artists, and its annual program of events and performances make Place des Arts a cultural hub, drawing diverse members of the community together to experience the arts.

### **GENERAL ACCOUNTABILITY**

Reporting to the Manager, Client Services, the Registration Clerk is responsible for providing first-rate customer service and performing all tasks associated with registering and serving customers according to Place des Arts policy. Flexibility to work daytime, evening and weekend shifts is required. Hours per week will decrease during the summer, as Place des Arts' operating hours reduce in July and August.

### **SPECIFIC ACCOUNTABILITIES**

- Perform all registration clerk tasks including but not limited to:
  - Respond to in-person, email and telephone customer inquiries.
  - Understand and utilize the ActiveNet registration software and enroll customers into Place des Arts programs.
  - Communicate program information and policy to customers.
  - Maintain client account information (entering and updating contact information).
  - Sell tickets for programs and events and items from the Artisan Shop and galleries.
  - Prepare cash, Interac and Visa/MasterCard deposits.
  - Open and close the building according to standard procedure.
  - Assist with facility needs, including liaising with cleaning and maintenance contractors, arranging room bookings, hands-on room set-up, when necessary, and responding to housekeeping concerns.
  - Proofread program guides and program information on website.
  - Monitor and respond to on-site safety and emergency situations in accordance with procedures, including administering first aid when required.
  - Assist teachers with keys, attendance books, relaying messages, rearranging students, and booking studios.
  - Prepare refreshments for in-house meetings and events as required.
  - Other duties assigned by the Manager, Client Services and/or Executive Director.

## **QUALIFICATIONS, SKILLS AND EXPERIENCE**

- Highschool diploma and a minimum of one year of customer service experience.
- Excellent verbal and written communication skills in English. Proficiency in additional languages (e.g., Korean, Mandarin, Cantonese or Farsi) is a strong asset.
- Demonstrated ability to provide excellent customer service.
- Excellent critical thinking skills and the ability to handle multiple tasks in a busy environment.
- Proficiency Microsoft Office (Word, Excel, Outlook)
- Experience using Active Network registration software is an asset.
- Current First Aid and CPR certification is an asset.

## **REQUIREMENTS**

- Police Information Check including a vulnerable sector screening.
- Ability to adjust regular schedule to cover shifts for weekend events and/or concerts.
- Ability to do physical work and lift 30 lbs.

## **HOW TO APPLY**

A cover letter, résumé and references are required and must be submitted by **Sunday, June 14**, by email to: [opportunities@placedesarts.ca](mailto:opportunities@placedesarts.ca), attention Tania Deisinger, Manager, Client Services. Place des Arts would like to thank all prospective applicants for their interest; however, only those selected for interviews will be contacted.

All employees are required to obtain and provide a Police Information Check including a vulnerable sector screening prior to commencing work. The successful candidate will start in July and will undergo approximately 50 hours of in-person training prior to starting their regularly scheduled shifts.

Place des Arts welcomes applications from all qualified individuals. Successful applications will be scheduled for an initial phone interview. Short-listed candidates will be invited for a full in-person interview.

## **REMUNERATION**

This is a part-time position (up to 19 hours/week) with a starting wage of \$22.24/hour plus 6% vacation pay.