



## **JOB OPPORTUNITY**

January 31, 2012

TIFF, a vibrant not-for-profit arts organization, is accepting applications for the casual part-time position of:

### **Cinema Usher**

This will be an exciting year for TIFF as we present unique programming in our new home and the world's premiere centre for film, TIFF Bell Lightbox. We are seeking a highly motivated individual who wants to be part of a new era in Toronto's cultural history.

Primarily a Customer Service position, Ushers provide direction to visitors, maintain the cleanliness of the theatres and lobby areas and present a professional image of TIFF. Ushers report to the Cinema Manager and are under the supervision of the Assistant Cinema Manager on duty.

#### **Responsibilities:**

- Provide an excellent and personal Customer Service Experience to all Visitors of the TIFF Bell Lightbox.
- Maintain cleanliness of cinemas and lobby areas.
- Maintain knowledge of TIFF Bell Lightbox programming and events.
- Collect tickets and direct visitors to appropriate venues.
- Provide complete Customer Service resolving any complaints or escalating to a manager.
- Perform a variety of specialized assigned tasks including Coat Check, Gallery Entry, Cinemas and Atrium positions.
- Provide support to third party events and partner festivals as required.
- Complete assigned tasks effectively and promptly.

**Start Date:** February 16<sup>th</sup> 2012

#### **Minimum Requirements:**

- Adaptable to a flexible work schedule including evenings and weekends.
- Excellent customer service and communications skills.
- Film knowledge an asset



Please submit cover letter, resumé and the names and phone numbers of 3 references attached as a PDF or Word document (we do not accept Cloud hosting or File Sharing programs), by 5pm on **February 6<sup>th</sup> BY EMAIL ONLY** to the attention of **Hiring Committee: Cinema Usher**

TIFF Email: [humanresources@tiff.net](mailto:humanresources@tiff.net) **\*Please note the position in the subject line\***

***Please note in your cover letter where you saw this job posting.***

We thank everyone who applies for their interest, but only candidates selected for an interview are contacted. **No telephone or walk-in inquiries please.** All applications are considered confidential.

TIFF is an equal opportunity employer.

TIFF is a charitable, not-for-profit cultural organization whose mission is to transform the way people see the world. Its vision is to lead the world in creative and cultural discovery through the moving image.