



Posting: April 29, 2025

## **EMPLOYMENT OPPORTUNITY PTE CONCIERGE**

### **About Prairie Theatre Exchange:**

Prairie Theatre Exchange is a 52-year-old professional theatre company located in downtown Winnipeg, on the third floor of Portage Place Mall.

PTE prioritizes and is acutely aware of place, asking “Why do we need to tell this story here, in this province, city, neighbourhood?” We use theatre to exchange ideas. This is what PTE does - we share stories through the art of theatre, exchanging ideas, in this place.

PTE strives to operate a professional theatre of the highest caliber for the cultural enrichment of the community; to support the development of theatre artists and new plays; foster theatre arts-related endeavours of others through sharing our facilities and expertise; and to encourage appreciation of theatre and to provide accessible, high-quality, innovative, educational opportunities.

### **About the Role:**

Reporting to the Patron Services Manager, the PTE Concierge will be a key supporter of the patron services team, rental activity and community engagement. Prairie Theatre Exchange is in a time of growth with an exciting chapter ahead with the redevelopment of Portage Place Mall. We cannot be idle, and your work will be critical in positioning us for success once this redevelopment is complete. Portage Place is in the initial stages of a 40-month redevelopment project.

### **What does this mean? You will:**

#### Patron Services:

- Support Patron Services’ efforts to create a welcoming and positive experience for visiting patrons.
- Provide support Patron Services’ volunteer team.

#### Patron Experience During Portage Place Redevelopment:

- Identify evolving patron experience needs.
- Develop and execute communication strategies that will give PTE patrons confidence and comfort when anticipating and during visits to Portage Place and PTE.

- Strategies may include:
  - Content development and strategies for patron emails.
  - Developing wayfinding signage.
  - Recording short videos that share the experience.
  - Hire and train PTE greeters.
  - Communicate that PTE is open for business!
  - Document the exciting progression of the redevelopment, through writing, photos and video; keeping our patrons informed every step of the way.

Rentals:

- Lead all PTE rental activity, including scheduling in interacting with clients.
- Review and audit current PTE rental activities, contracts, pricing, sales package.
- Develop database of recent rental activities.
- Develop and activate rental sales strategies. Proactively seek out opportunities to bring more rental activities and visitors to PTE.
- Develop sales goals and monitor progress against results.

Community:

- PTE's downtown neighbourhood includes a diverse group of organizations, community groups and residents which will continue to evolve during and after the Portage Place redevelopment. The PTE Concierge will proactively reach out to our current and future downtown neighbours to build relationships with them and include them in PTE's programming and activities.

**Preferred Candidate Attributes:**

- Creative problem solver.
- Aptitude for customer service.
- Outgoing and comfortable interacting and talking with a range of people and groups
- Skilled at building and maintaining relationships with a diverse range of individuals and groups
- High level of discretion.
- Experience working with volunteers.
- Comfort working with CRM.
- Experience working in the performing arts or events that attract repeat visitors/patrons will be a strong asset.
- A deeply rooted desire to be part of a team that shares stories through the art of theatre.

## **Compensation & Benefits:**

<b>SALARY RANGE:</b>	\$45K - \$50K Four (4) weeks' paid vacation per fiscal year. Eligible to participate in PTE's group life and disability and extended health insurance plans.
<b>EMPLOYMENT TYPE:</b>	Full-time, Contract. End date March 31, 2027
<b>START DATE:</b>	Mid to Late June 2025.
<b>LOCATION:</b>	On-site at PTE, with the ability for occasional remote work, as approved.
<b>HOURS:</b>	Full-time, including some weekends and weeknights.

## **Application Process:**

Interested candidates are asked to submit both a cover letter and resume via email to Lizabeth Kogan, Patron Services Manager ([lizabeth@pte.mb.ca](mailto:lizabeth@pte.mb.ca)) by **Monday, May 19, 2025, 5pm CST**. All applicants must be legally eligible to work in Canada.

Prairie Theatre Exchange is committed to reflecting the diversity of our community and our country. As an equal opportunity employer, we encourage submissions from individuals of all genders, cultures, ethnicities, gender identities, sexual orientations, and abilities who possess the skills and qualities listed above.

Prairie Theatre Exchange is committed to providing accommodation for persons with disabilities in all parts of the hiring process. Please contact PTE if you have accessibility needs in applying for this position.

Not 100% sure of your qualifications? If your experience looks a little different than what we have outlined, but you believe you could excel in this role, we encourage you to apply. Please tell us what you can bring to this role.

Prairie Theatre Exchange appreciates all submissions of interest, however only those selected for an interview will be contacted.

This is a newly created position supported and funded in part by Western Economic Diversification Canada.