



JOB POSTING

# Front of House Manager (Part-time)

Deadline: September 12, 2017

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. Now entering its 54th season, the Arts Club offers professional live theatre at three venues, as well as on tour.

The Arts Club is inviting applications of interest for the position of Front of House Manager. The Front of House Manager is responsible for the safety and well-being of the audience and for supervising the Front of House team. For this part-time position we are seeking a candidate with a flexible schedule who will provide a high standard in guest service. This position requires a mature, calm and unflappable approach to guest service with the ability to respond appropriately in the moment weighing a variety of factors.

The number of hours per week will vary during the year depending on the season schedule and rentals. On any given week, hours available will range from zero to a maximum of forty. Unfortunately, we cannot guarantee a set amount of hours per week. Given that, we will require the candidate to be available for the following dates: October 4; October 7 to 18, October 20 to the 23<sup>rd</sup>; October 26<sup>th</sup> to the 29<sup>th</sup>; November 21<sup>st</sup> to December 24<sup>th</sup>, 2017; February 6<sup>th</sup> to the 18, 2018; March 1<sup>st</sup> to the 11<sup>th</sup>, 2018; April 11<sup>th</sup> to May 6<sup>th</sup>, 2018. Our normal performance schedule (can vary depending on venue) is Monday to Saturday evenings, matinees on Wednesday, Saturday and Sunday. All vacations must work around the required dates. We would also require the incumbent to be available for training, those dates to be discussed.

## **Duties and Responsibilities** *(including, but not limited to, the following)*

- Supervises the front of house team.
- Responsible for the safety and comfort of the audience.
- Trains and orientates new front of house staff and provides coaching and guidance to staff in consultation with the Guest Service Manager.
- Liaises with the box office and stage management to coordinate seating and performance cues at curtain and intermission(s).
- Handles patron seating issues when applicable.
- Does the pre-show announcement and other announcements that might be deemed necessary.
- Prepares and distributes show reports.
- Maintains and provides a safe environment for audience members and staff.

## **Qualifications**

- Previous experience in front of house management is an asset. Experience managing a unionized workforce is an asset. The Front of House attendants are members of the Unifor union.
- Demonstrated experience in supervising and coaching staff
- Exceptional organizational and communication skills
- A calm demeanor and a sense of humor
- Current or previous first aid training (level one) is an asset
- An affinity for the performing arts

## **COMPENSATION**

\$19.40 per hour, with a 4 hour minimum per shift.

## **DEADLINE**

Email a **cover letter and résumé** to [humanresources@artsclub.com](mailto:humanresources@artsclub.com) by **September 12, 2017**.

*We thank all who express interest in this position; however, only those selected for an interview will be contacted*