



JOB POSTING

Front of House Attendant

Deadline: October 22, 2021

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. The Arts Club offers professional live theatre at three venues, as well as on tour throughout the province. Arts Club Theatre Company offices, rehearsal halls, workshops, and theatres are all located on the unceded, ancestral and traditional shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

The Arts Club Theatre Company is now accepting applications for a customer service professional to join our Front of House team.

The successful candidate(s) will be experienced in offering the highest level of in-person customer service to guests, donors, visiting artists, patrons and any other member of the public they encounter. We are looking for someone with prior experience working in a team environment preferably within live theatre or the equivalent.

Responsibilities include; greeting guests and assisting with seating, resolving guest service issues, scanning and tearing tickets, attending to coat check, and providing a friendly and positive environment for our guests, patrons and staff team.

Candidates must be available to work a minimum of three) shifts per week (four hour minimum per shift). Work schedules are subject to fluctuation based on the show and rental schedule.

Shifts include Monday through Saturday evenings, matinées on Wednesdays, Saturdays and Sundays, with the possibility of rentals during the morning, afternoon or evening.

This position falls within the UNIFOR, Local 3000 Union.

QUALIFICATIONS AND EXPERIENCE

- Prior experience working in a customer facing service role
- Experience working with and amongst large groups of people

SKILLS, COMPETENCIES AND PHYSICAL REQUIREMENTS

- Excellent communication skills
- Ability to work effectively in a team environment
- Ability to respond courteously and professionally to guest complaints or concerns
- Ability to multitask and handle various tasks simultaneously remain calm in stressful situations
- Ability to climb stairs, stand for long periods and carry boxes weighing up to 20lbs.

Salary: \$15.67 per hour

To Apply: Email your cover letter and resume to humanresources@artsclub.com

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

The Arts Club is fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs; and we strongly welcome and encourage those who self-identify as coming from underrepresented communities to submit.

Access and inclusion are deeply important to us. For those who have barriers to access to any part of our process as laid out, please don't hesitate to reach out to us and we will happily work with you to create a process that is accessible to you.