



JOB POSTING Front of House Manager (Part-Time)

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. Now in its 58th season, the Arts Club offers professional live theatre at three venues, as well as on tour throughout the province. The Arts Club's offices, rehearsal halls, workshops, and theatres are all located on the unceded, ancestral and traditional shared lands of the x^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

Reporting to the Front of House Manager, the Part-Time Front of House Manager is responsible for leading the front-of-house team and ensuring that every patron feels safe and welcome at our three venues.

With over 250,000 tickets sold each year and up to 17,000 subscribers, the Arts Club is a community. We seek a manager who can reinforce and cultivate this communal feeling with our patrons, deliver training to our staff to enrich our patron experience with great customer service, and act as the face of the company at our venues. The successful candidate must be charismatic, considerate, and flexible—someone who can deal with spur-of-the-moment challenges and customer service issues in a calm and decisive manner.

This is a part time position with a shift pattern that matches our show schedule. Regular show days include Tuesday through Saturday evenings, matinées on Wednesdays, Saturdays and Sundays, with the possibility of rentals during the morning, afternoon or evening.

ACCOUNTABILITIES

- Create a friendly, seamless, and safe environment for patrons.
- Responsible for the creation and delivery of the pre-show speech to the house.
- Email post-show reports to the management team.
- Maintain efficient communication between front-of-house and back-of-house teams.
- Resolve customer service issues that may arise.
- Train new employees and maintain a high standard of knowledge in the area of health and safety for your team.

QUALIFICATIONS

- Demonstrated experience in a customer facing supervisory or managerial role in an arts, hospitality, or live events environment.
- A knowledge and love of theatre is an asset.
- Must be flexible and able to adapt to change.
- Strong leadership skills
- Excellent communication skills, both written and verbal.
- Must also be comfortable and confident with public speaking.

- Experience in supervising in a unionized environment is an asset.
- Proficient in the use of various Microsoft Office applications and Google drive.
- Theatre schedule availability a must

COMPENSATION

Start date: ASAP

Salary: \$23 per hour

Employment Type: Part-Time

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

Application Deadline: open until filled

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.