



JOB POSTING

Lounge Manager – Backstage Lounge at Granville Island Venue

We're looking for a Lounge Manager and we're hoping that person is you! With a return to theatre on our three stages, now it is an exciting time to join our growing company!

About Us

The Arts Club Theatre Company is Canada's largest year-round not-for-profit theatre company. Now in our 59th season, the Arts Club offers the best in professional theatre and has staged over 630 productions. Arts Club is grateful to have our offices, rehearsal halls, workshops, and theatres on the unceded, ancestral and traditional shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

We are British Columbia's largest non-profit cultural employer- hiring more than 500 artists, staff, and crew to stage up to 20 shows annually. We educate and cultivate students and theatre lovers of all ages—over 2,500 people engage in our education and professional development programs annually. We support artists and other arts organizations through professional engagement activities, believing firmly that an investment in the industry benefits all. We are a major economic driver in the areas surrounding our venues—our theatres attract a quarter million theatre patrons to dine and shop in the South Granville, Olympic Village, and Granville Island neighbourhoods.

Our Mission

To inspire and nurture artists and audiences through cultural experiences that are engaging, thought-provoking, and artistically innovative.

Our Vision

A community that, through storytelling, is inspired to reflect on who we are and who we can be.

Our Values

- ❖ **Determination** We have the drive to continue to move forward, with a respectful nod to our tenacious past and a fearless embrace of our future. It is through this forward momentum that we ensure we are the artistic leaders of our community.
- ❖ **Curiosity** We have a strong desire to know more; about ourselves, our art, and our patrons. This spirit is reflected in our willingness to make room for diversity of thought. This exploration of different viewpoints and ideas is reflected in our engagement with each other, with our art, our peers, and our community.

- ❖ **Creativity** We use our imaginations to explore our artistic practice and champion innovation in all the work that we do. We believe in the depth of our local talent and use our resources to showcase it.
- ❖ **Comradery** We interact with each other with good-fellowship and levity. Our spirit of generosity and warmth is seen in our empathy towards each other, our artists, our patrons, and our community. This allows us to embrace differences and makes us stronger.
- ❖ **Safety** The health and well-being of each other and our community informs our work and creates a safe, inviting, and inclusive space for all who enter and interact with us. We commit to constantly review our practices to ensure they are anti-racist and non-discriminatory. We are fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs.

We also strive to provide a safe work environment, both physically and mentally, and we have made ongoing commitments to inclusion, anti-racism and anti-oppression. We want the stories we work together to tell to have nuanced and varied perspectives.

JOB SUMMARY

Reporting to the Director of Guest Experience and the Associate Director of Guest Experience, the Lounge Manager is responsible for the day-to-day management of the Backstage Lounge at Granville Island venue. The right candidate is proactive, helpful, outgoing and can help ensure that the bar operations enhance the overall guest experience.

We are looking for someone with a track record providing leadership and support to a staff team of servers, kitchen and bar staff, and have experience with scheduling, inventory control and cash management.

DUTIES AND RESPONSIBILITIES

- Manage the daily needs of a busy lounge operation.
- Create and manage the staff weekly schedule.
- Perform payroll reporting on a weekly basis.
- Support and supervise servers, kitchen, and bar staff.
- Recruit, train and supervise all bar staff, ensuring that they provide excellent customer service and maintain a clean and safe working environment.
- Manage, restock, and report on inventory and supplies.
- Assist opening and closing the backstage lounge for the summer.
- Oversee the budget of the lounge operations.
- Comply with all food and beverage regulations.
- Maintain and negotiate contracts with suppliers and partners.
- Ensure a clean and safe workplace.
- Welcome and host guests.
- Liaise with Unifor staff.
- Other related duties, tasks and responsibilities as required.

SKILLS AND COMPETENCIES

- Energetic and resourceful.
- Excellent customer service skills.
- Excellent time-management and prioritization skills.

- Positive attitude and excellent communication skills.
- Ability to motivate a team to deliver exceptional guest service.
- Ability to manage a staff team.
- Ability to manage inventory and create invoices and receipts.
- Knowledge of Microsoft Office.

QUALIFICATIONS

- Three years of experience working in a management position within the hospitality, food service or related industry.
- Experience hiring and training staff.
- Extensive beer, spirit, wine and food knowledge.
- Experience with point of sale and inventory software.
- Valid Serving it Right Certification and Food Safe certification.
- Prior experience working with or leading a unionized staff team is considered an asset.

ADDITIONAL DETAILS

Salary: \$25 per hour.

Expected start date: As soon as possible.

Duration: May – September*

**Possibility of extension*

Employment Type: Temporary Full-time/Part-time*

**Available for summer season, and evenings/weekends.*

Work site: 1585 Johnston St, Vancouver, BC (Granville Island venue)

How to apply?

If this role sounds exciting and you'd like to learn more, please send your resume and cover letter to humanresources@artsclub.com, with the subject: Lounge Manager – Arts Club Theatre Company.

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.

To enhance accessibility, you are also welcome to submit your application in one of the following formats: Word Document, PDF Document, Audio File, Video File, ASL Video, request a face-to-face Zoom application process, or suggest a format that is more accessible to you.

Application Deadline: Open until filled.

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