



JOB POSTING

Seasonal Front of House Attendant

We're looking for Seasonal Front of House Attendants and we're hoping that person is you! Now it's an exciting time to join our company!

About Us

The Arts Club Theatre Company is Canada's largest year-round not-for-profit theatre company. Now in our 60th 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 xʷməθkʷəy̅əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/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

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.

This is a seasonal part-time position where the successful candidate must be available to work a minimum of three shifts* per week, one of them must be on the weekend (four hour minimum per shift). Work schedules are subject to fluctuation based on the show and rental schedule.

This position falls within UNIFOR, Local 3000 Union.

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

DUTIES AND RESPONSIBILITIES

- Greeting guests and assisting with seating.
- Resolving guest service issues.
- Scanning and tearing tickets.
- Selling programmes.
- Providing a friendly and positive environment for our guests, patrons and staff team.

SKILLS AND COMPETENCIES

- 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.

QUALIFICATIONS AND EXPERIENCE

- Prior experience working in a customer facing service role.
- Experience working with and amongst large groups of people.
- Ability to climb stairs, stand for long periods and carry boxes weighing up to 20lbs.

ADDITIONAL DETAILS

Salary: \$17.68 per hour (according to the Unifor Collective Agreement).

Expected start date: May 2024

Duration: May – August

Employment Type: Seasonal Part-time

Availability: A minimum of three (3) shifts per week, with one day being on the weekend.

How to apply?

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.

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: Seasonal FOH Attendant– Arts Club Theatre Company.

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, request a face-to-face Zoom application process, or suggest a format that is more accessible to you.

Application Deadline: April 26, 2024

We thank all who express interest in this position; however, only those selected for an interview will be contacted. The Arts Club Theatre Company is an Equal Opportunity Employer and hiring decisions are based solely on the merits of the candidates and needs of the "Society".