

## FRONT OF HOUSE MANAGER

Theatre Calgary is seeking an enthusiastic Front of House Manager for a ten month Contract. The position oversees all operations at the theatre on performance nights. They shape a Theatre goer's experience by maintaining the Theatres appearance, hiring and training quality staff and guaranteeing good customer service.

### Duties and responsibilities

- Oversee the operational aspects of the Front of House, its staff, its volunteers and its general day to day responsibilities as well as long term department planning
- Ensure that a high level of safety, service, comfort and enjoyment of patrons and clients is maintained at all times. The Front of House experience will be an integral part of the excellent customer service provided by Theatre Calgary
- Support daily Box Office procedures and operations including ticket distribution, handling of cash from sales and resolving ticketing issues
- Coordinate the hiring and training of new FOH staff and volunteers. Work with the Assistant FOH Manager for scheduling of all events
- Process all data required to produce daily records and supply of accurate and timely reports to accounting and other departments of the theatre
- Ensure that an informative and accurate House Report is produced at the end of each performance
- Attend all meetings called where Front of House representation is required
- Provide weekly, accurate staff timesheets to the Director of Finance & Administration
- Be accountable for the scheduling of staff and the management of the space during the rental season
- Stand in for management at events if they are not able to attend.
- Coordinate and arrange volunteer shifts when and where they are needed.
- Attend Arts Commons Joint Health and Safety meetings as the representative from Theatre Calgary.
- Collaborating with the Senior Manager of Patron Services to develop the Front of House Operating Procedure manual and Volunteer Handbook

### Experience and Qualifications

- Previous Experience as a Front of House Manager is a must
- The ideal candidate is someone who has strong interpersonal and leadership skills, excellent ability to listen, and a proactive approach.
- Previous Experience with a CRM (specifically Tessitura) is an asset.
- Previous Experience with volunteer management and coordination is an asset.

### Working conditions

This job requires weekend and evening work. It also deals directly with Theatre patrons and corporate event clients which occasionally can require some challenging interactions

### Physical requirements

This job requires long periods of standing.

### Salary and Benefits

Salary Range: \$46,000 - \$50,000 per annum (10 month Contract \$3,800 - \$4,100 per month)

After initial probationary period employees will be eligible to join our group RRSP plan with employer matching and comprehensive healthcare program.

### About Theatre Calgary

Theatre Calgary's vision is to stand amongst the best theatres globally as a leader in innovative, impactful and diverse programming. Our mission is to stimulate, provoke and delight through ambitious programming created to ignite local, national and international engagement in a sustainable manner. Theatre Calgary reflects the communities, the country, and the world we live in with ambitious programming, passionate community engagement and extraordinary productions. For more than 50 years, we have focused our energy on providing our community with the highest level of classic and contemporary plays, featuring the best artists from Calgary and across the country.

Theatre Calgary encourages applications from our diverse community. Theatre Calgary is committed to equity, diversity, and inclusion. We recognize that increasing the diversity of our staff, on all levels, is integral to accomplishing this objective. We are creating policies, practices, and programs that work toward the goal of dismantling systemic racism. We welcome all applications from women and gender nonconforming people, people of color, indigenous peoples, people with disabilities, people of all sexual orientations, and all others who may contribute to the further diversification of Theatre Calgary.

**In the spirit of reconciliation, Theatre Calgary acknowledges that we live, work and create on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7**

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**CALGARY** CALGARY ALBERTA T2G 5C4  
theatrecalgary.com

**region of Southern Alberta. They were the original occupants of this land and continue to be here to this day. Theatre Calgary is grateful to have the opportunity to present in this territory.**

Please submit applications to: [Careers@theatrecalgary.com](mailto:Careers@theatrecalgary.com)

We thank all those expressing interest in the role but only those selected for interview will be contacted.

Closing Date for Applications: 23rd August 2021

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