



Front of House Staff

Reporting to the House Manager on shift, our Front of House team members are the front line of the organization and committed to enriching the experiences for all of Arts Commons' patrons and visitors.

You are someone who can provide world-class customer service through an innovative and inclusive mindset. You approach any problem, regardless of how big or small, with openness and understanding. You thrive in engaging customer-focused environments, and you are energized by the different artistic experiences that we can share with others in our spaces.

Every day presents a unique and exciting experience as Arts Commons hosts a wide range of events in our world-class venues – from live performances & theatre to private events and more! With hundreds of thousands of people attending performances and events in our venues each year, this role contributes to the collective goal of supporting our clients and in creating the best patron experience possible.

About Our Venue

Built in 1985, Arts Commons is the third largest arts centre in Canada, and a key contributor to the social, economic, cultural, and intellectual life and well-being of Calgarians and visitors. Seating nearly 2000 and with exceptional acoustics, the jewel of our facility is the Jack Singer Concert Hall, which houses the Carthy Organ – one of Canada's largest and most impressive pipe organs.

Who we are:

Arts Commons is embarking on a path to support the Arts Commons ecosystem inclusive of artists, resident companies, and community groups. As one of the largest performing arts centres in Canada, Arts Commons strives to break down barriers to cultural participation by providing a modern, open, and inclusive gathering space in a central location.

We are:

Stewards of an arts ecosystem

- Our mandate is to provide and care for our assets

An Arts Presenter

- Our mandate is to produce and present multiple series, presentations and education programs annually

A Facilitator

- Our mandate is to ensure optimal access and utilization of our assets, by ourselves, our Resident Companies, and the community at large.

At a glance

Employment: Part-time (Hourly)
Hours: Evenings & weekends (with some weekdays), as based on a schedule of shows and events
Start Date: ASAP
Wage: \$15/hr
Location: Calgary (on-site)

Join us today and see for yourself some of the many reasons why we were voted one of Alberta's Top Employers!

To apply, send your resume and cover letter to:
employment@artscommons.ca

Closing Date: September 16, 2022

What we offer:

Employee Promise: We cultivate a diverse community that encourages collaboration, connection, and empowerment.

On top of the excitement of working with a team of committed performing and visual arts professionals & enthusiasts at one of Canada's top performing arts facilities, Arts Commons offers:

- A collaborative, engaging and values driven work environment
- Wage of \$15/hr
- Paid sick days benefit for hourly staff
- Access to discounted tickets to Arts Commons Presents programming

What we value:

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts. Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts, and arms.

Client & Patron Services Guiding Principles

- Be an Ambassador
- Create a Welcoming Atmosphere
- Cultivate connection

What you will get to do here:

This position is part of the Client & Patron Services team which encompasses the entire Front of House operation at Arts Commons and is comprised of ushers, door staff, coat check attendants, bartenders and more!

Every day you are immersed into a creative and engaging environment as you are responsible for looking after the safety of visitors & community members alike, while assisting them during all sorts of live performances and events.

With an established team approach to providing safety and service to our patrons, team members within this Front of House role will be responsible for front-of-house activities for all events in the Jack Singer Concert Hall and lobby, the Engineered Air Theatre, and occasionally other unique venues throughout the building.

Where you fit within our ecosystem:

This role works closely with the Event Services, Production and Stage Door Security teams. The Client & Patron Services team is part of the Venue Operations department, which is responsible for liaising with clients, booking events, providing Front of House services to ensure the smooth execution of events, and maintaining the day-to-day operations relating to Arts Commons' venues and facilities.

You will be a great fit if you...

Must have:

- The ability to offer exceptional customer service to foster good relationships with clients and patrons
- A keen eye for detail
- Excellent time management skills to execute all tasks in a timely manner and keep performances/events running smoothly
- Ability to remain in stationary position for prolonged periods of time
- Are comfortable greeting patrons in a friendly & polite manner, and assisting them in entering the venue, finding their seats, and exiting the venue
- Ability to work well in both a team setting and individually
- A passion for the arts!
- **Applicants must be 18+ years of age**

Nice to have:

- Ability to lift up to 25 lbs., an asset
- First Aid Certification and valid ProServe, an asset

If you are interested in applying to this exciting opportunity, please forward your resume and cover letter in confidence to:

**Human Resources
Arts Commons
205 - 8th Ave SE Calgary, Alberta T2G 0K9
Email: employment@artscommons.ca**

Interviews will be conducted on an on-going basis and we will continue to accept applications until the job posting deadline.

Please state the position you are applying for. No phone calls please.

We thank all interested applicants in advance but will only be contacting those selected for an interview.

If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.

Commitment to Inclusion, Diversity, Equity & Accessibility (IDEA)

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process.

To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

We strongly encourage applicants who identify as part of underrepresented groups, including women, people of colour, and those with disabilities to apply. Even if your past experiences do not align perfectly with every qualification, we encourage you to apply anyways! An excitement and passion for Arts Commons can go a long way here, whether it's in this role or another.