

THE GRAND

REQUIRED IMMEDIATELY - SHIFTS AVAILABLE STARTING FEB 4, 2023.

FRONT OF HOUSE TEAM: FRONT OF HOUSE MANAGEMENT, USHER, BOX OFFICE, BARTENDER

THREE HOURS OF TRAINING REQUIRED BEFORE THE FIRST SHIFT.

Why work at The GRAND?

We are a non-profit presenting arts organization, seeking an experienced Front of House Manager to join our team of strategists, creative thinkers, artists and collaborators. Our team consists of players who love what they do and love to help others realise their goals. By striving to create an environment that allows each team member to be at their best, we believe we can create a team that can accomplish any big goal and have fun doing it!

Who we are?

The GRAND is Western Canada's oldest theatre and has contributed to Calgary's theatre and live performance communities in a myriad of ways for over 100 years. Today we are a non-profit organization committed to being the home of creative placemaking in Calgary. Our mission is to be a Culture House presenting high quality and thought provoking art, creating diverse and inclusive experiences, and bringing together artists and audiences to invoke a new way of thinking, appreciating and being, which transforms the community. The GRAND is in the midst of re-building the organization, and requires individuals who are confident and comfortable taking initiative, adapting to change, and solving problems.

We are dedicated to presenting art from all disciplines and a variety of perspectives, supporting local artists in presenting and mastering their craft, and creating memorable experiences for our audiences.

The GRAND is currently hiring in a number of important roles, bringing together a team of talented and committed people who are passionate about the arts and who value collaboration, team work, innovation, respect and integrity.

[Learn more about The GRAND at our website.](#)

Your expertise:

1. CLIENT SERVICE ORIENTATION: Exudes a high degree of patience and personability when working with the needs of patrons, including seating, directing to amenities, and answering questions or guiding patrons to those with the knowledge
2. INITIATIVE: Demonstrates the ability to take initiative and be self motivated.
3. FOCUS ON QUALITY AND DETAILS: Detail oriented and creative problem solver who consistently prepares high quality work.

4. **CROSS-CULTURAL SENSITIVITY:**Excellent customer service and ability to work with a high volume of patrons in a short durations of time, including interacting with patrons of diverse age, ability, racial, and cultural backgrounds

5. **COOPERATION AND COLLABORATION:** Collaborator and team member who can work and communicate effectively within a team

6. **ORGANIZATIONAL AWARENESS:** A reputable ambassador for The GRAND.

Certificates (Preferred, but not required):

- Valid and up-to-date AGLC ProServe certificate
- ProTect training to be trained in de-escalation

What you'll be doing:

1. **CUSTOMER SERVICE:** Ushers are first-and-foremost the face of the organization. Patrons will interact more with Ushers than any other human in the organization, so excellent customer service is key. For the FOH team who have the certificates listed above, there will also be opportunity to work as a bartender at certain events. Others may specialize in box office/ticketing or team leadership based on skills.

2. **KNOWLEDGE RETENTION:** retention of knowledge from pre-show chats regarding event details; knowledge of the seating arrangement within the venue to best guide patrons to their seats; knowledge of the fire and evacuation procedures of the venue in the event of an emergency; knowledge of key protocols, including reporting of incidents.

3. **SAFETY:** ensure that the fire and safety protocols of the venue are being followed - this includes communicating if the venue is not clean, has obstructions, etc.

4. **COMMUNICATE:** communicate with each other and with the rest of the team, including in regard to patrons, venue safety, and/or any other suspicious activity.

Position Type:

Reporting into the Senior Front of House Manager, this is a casual position. We do our best to assign you the shifts you select, based on your availability, while also managing the schedule for the full team.

Wage: All positions have the opportunity for growth:

- Usher \$18/hour
- Bartending, Box Office \$19/hour
- Front of House Manager \$21-\$23/per hour based on experience.

Where you'll be working:

The GRAND is situated on the land where the Bow River meets the Elbow River. The traditional Blackfoot name of this place is Mohkinstsis, which is also referred to as the City of Calgary. We honour and acknowledge Mohkinstsis and the traditional Treaty 7 territory and oral practices of the Blackfoot confederacy: Siksika, Kainai, Piikani, as well as the Iyarhe Nakoda and Tsuut'ina nations who also call this place home. We also acknowledge that this territory is home to the Métis Nation of Alberta, Region 3 within the historical Northwest Métis homeland.

This position is in The GRAND building located at 608 1 St SW in Calgary, Alberta. Some remote work may be possible.

Ready to join our team?

If you'd like to be part of a non-profit organization that is committed to being Calgary's Contemporary Culture House and fostering an environment where everyone feels welcome and respected, The GRAND is the place for you!

To apply, submit your detailed cover letter and resume in confidence to Frances MacDonald by email to frances@thegrandyyc.ca. Please include in the subject line: FOH Position

The posting will remain open until the positions are filled with our next team members. Applications will be reviewed upon receipt.

We appreciate your interest in working with us, but only those applicants selected for interviews will be contacted.

We are an equal opportunity employer:

The GRAND is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, race, ethnicity, indigeneity, gender, gender-identification, or sexual orientation. We encourage and welcome applicants of Indigenous heritage, applicants who identify as racialized, marginalized or disabled, people of colour or diverse cultural backgrounds. We endeavour to provide a culturally safe and supportive environment and have an existing work-place harassment policy with zero tolerance for harassment in all working environments.

The GRAND is committed to providing reasonable accommodations for persons with disabilities in all parts of the hiring process. The GRAND invites candidates who may require assistance during the application and/or hiring process, to let us know and we will work with them to meet their needs.