

Front of House Lead | Part-Time (Hourly)

Reporting to the Front of House Manager, the Front of House Lead's key responsibilities are to supervise our volunteer usher team and attend to patron needs as they are visiting our theatre, while providing the highest level of customer service that Theatre Calgary patrons have come to expect.

Theatre Calgary is currently recruiting 2-3 part-time Front of House Leads.

Duties and responsibilities

- Act as a point of contact for patron needs or concerns, resolving where possible and escalating to the Front of House Manager where appropriate in a manner that is not only respectful, but which reflects the highest customer service standards.
- Oversee, direct, and support a team of 3-6 volunteer ushers during each shift.
- Facilitate the safe and efficient flow of traffic in and out of the theatre, including during emergency evacuation scenarios.
- Prepare and maintain Front of House areas for public use each day: replenishing supplies and materials, setting up lines, unlocking exit doors, preparing for events or receptions, and any other preparation needs which may arise.
- Provide exemplary customer service to patrons with seating or arrival issues, resolving conflicts arising from incorrect ticket dates, late arrivals, lost or unreadable tickets, unanticipated accessibility needs, or other similar complications which may arise.
- Hold a high level of familiarity and fluency with all aspects of Theatre Calgary to provide patrons and potential customers with accurate information regarding the company, our productions, the theatre, policies, and procedures. These communications must be made with the primary goal of ensuring the utmost customer experience.
- Assist with additional events throughout the year such as private event rentals of the theatre, donor receptions or events, or any other event where Front of House assistance is required.
- Effectively notice and communicate facility upkeep needs to the Front of House Manager.
- Document and secure any Lost and Found items, communicating discoveries to the Front of House Manager and rest of team.
- Other duties to assist the Front of House Manager (as required)

Experience and Qualifications

- A minimum of two (2) years' customer service/hospitality experience is required, preferably in a performing arts or other entertainment venue.
- Prior supervisory experience is preferred
- Experience working with a team of volunteers is an asset
- Knowledgeable and passionate about the work of Theatre Calgary
- Enthusiastic team player with excellent interpersonal skills
- Must possess the ability to lead others, solve patron concerns as they arise, and communicate well with a wide range of patrons and volunteers.
- Must be comfortable and productive in a fast-paced and dynamic workplace
- Must be flexible and work well under stress
- Must be well organized, decisive and have good follow-through skills
- Excellent verbal communication skills (both one-on-one and public speaking)
- A professional demeanor and experience/ability in dealing with discerning patrons
- An appreciation for the arts and for theatre

The successful candidate must be available for a minimum of 2-3 shifts per week during each production throughout the season (Sept 2024-June 2025) and be available for evening and weekend shift work.

Working conditions

These positions are part-time, shift-based, and require weekend and evening work during the run of a production. As this position deals directly with Theatre Calgary patrons and corporate event clients it may on occasion require professional interaction to foster ongoing positive relationships.

Due to the nature of the Max Bell Theatre, prolonged periods of standing and the repetitive navigation of stairs will be required.

Hourly Wage

\$16.00 per hour

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, Métis Nation of Alberta, districts 5 & 6, and all people who make their homes in the Treaty 7 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.

Application Process

Please submit applications to Careers@theatrecalgary.com with the subject line "Front of House Lead."

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

Closing Date for Applications: August 21st, 2024 or until filled.