



Assistant Patron Services Manager
VERTIGO THEATRE
Seasonal part-time position

About Vertigo Theatre

Vertigo Theatre is a premiere cultural institution in Calgary and has entertained audiences for over 47 years with high-quality programming. It is the only theatre in North America that produces a season based entirely in the intrigue and mystery genre. Located at the base of the Calgary Tower, the Vertigo complex is home to our administration and ticket offices, rehearsal hall, and two performance venues. We cater to a diverse audience including young adults, students, urban professionals, and seniors.

The Ideal Candidate

Vertigo Theatre is looking for a confident leader and communicator to fill the position of Assistant Patron Services Manager. This person has proven guest services experience and the ability to manage volunteers. The ideal candidate will also have a passion for customer service, hospitality, and the arts.

The successful candidate will report directly to the Patron Services Manager and be responsible for the supervision and guidance of all volunteers, ensuring the smooth running of the Front of House during performances and events, following operational procedures, and providing exceptional customer service to all patrons.

Duties and responsibilities under the supervision of the Patron Services Manager

- Responsible for the smooth and efficient functioning of the daily operations of the Front of House
- Ensure the comfort and safety of patrons at all times
- Be the first point of contact in emergencies while on duty, i.e. fire or a medical emergency
- Be a source of information and training for new volunteers within the organization
- Be the first point of contact in case a volunteer, patron or staff member has a concern; flag and forward any concerns to the Patron Services Manager as needed
- Liaise with stage management to transfer responsibility for the house
- Liaise with the Ticket Office to confirm house count, anticipated latecomers, and potential delays for the start of performance
- Ensure efficient and proactive communication between departments during events and performances
- Ensure all financial and show reporting is maintained and accurate
- Responsible for proper recording and handling of patron services floats and revenue
- Assist with the setup and dismantling of events that occur in the lobby or the Catalyst Lounge
- Inspect lobby areas, washrooms, and auditoriums, tidying if necessary
- Ensure that sponsor and directional signage is correct and in place for each performance
- Maintain a safe culture within the department and ensure departmental adherence to and awareness of Health & Safety standards
- Develop strong interpersonal relationships with patrons on an ongoing basis

Required Skills and Qualifications

- This position requires a moderate amount of physical activity. Must be able to navigate stairs
- Minimum 1 year of diverse experience in any or all of the following positions: management, staff and volunteer coordination, special events, and audience services
- Strong, proven leadership qualities and time management skills
- Conflict resolution
- Outstanding collaborator and team player
- Strong interpersonal communication skills
- Friendly, outgoing, and positive attitude
- Proficiency with Microsoft Office (word, excel, etc.)
- ProServe experience would be an asset
- First Aid certification required
- Legally entitled to work in Canada

Hours

Seasonal

Part-time; evenings and weekends availability required. Availability for daytime shifts is an asset.
September – June (hours as scheduled)

Compensation

\$18.50/hour

Start Date

As soon as possible.

Deadline to submit: Applications will be accepted until a suitable candidate is found.

Vertigo Theatre has a responsibility to create workspaces where people feel respected and can be themselves and do their best work in every capacity. With this in mind, we encourage applications from qualified individuals who identify as Indigenous, Black, POC, 2SLGBTQIA+, Disabled/People with Disabilities and/or Neurodivergent people.

If there are any potential barriers (language, disability, or any other considerations) preventing you from applying, please reach out to us at admin@vertigotheatre.com and we will work with you to find a suitable application process.

Please send a **cover letter, resume or CV, as well as three references** to Thomas Graham, Patron Services Manager, at thomas.graham@vertigotheatre.com. Interviews will commence immediately. Thank you to all applicants. Only those selected for interviews will be contacted. No phone calls, please. For more information about Vertigo Theatre please visit our website: www.vertigotheatre.com