



**Job Title:** Front of House Manager (Theatre & Events)

**Reports To:** Director of Marketing & Events

**Location:** The GRAND, Calgary, AB

**Compensation:** \$45k - \$55k annually

**Full Time**

**Who we are:**

The GRAND is one of Western Canada's oldest theatres and has contributed to Calgary's theatre and live performance communities in a myriad of ways for over 100 years. Today, we are a charitable organization committed to being the home of creative placemaking in Calgary. Our vision is to be a performing arts venue for the next 100 years and beyond, as part of Calgary's vibrant arts and culture ecosystem. Our purpose is to collaborate with Calgary's arts community, offering a stage to amplify voices, share stories, and create art that reflects and serves the city's diverse communities.

As we continue to evolve, we seek individuals who are confident in taking initiative, adapting to change, and solving problems to help drive our mission forward. We are committed to presenting art from all disciplines and perspectives, supporting local artists in presenting and mastering their craft, and creating memorable experiences for our audiences.

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

**Overview:**

The Front of House Manager is a dynamic and crucial role responsible for overseeing all aspects of the guest experience at the theatre, including managing front of house operations, ticketing, bar services. This position ensures seamless operations, excellent customer service, and an enjoyable patron experience for every visitor. The ideal candidate will have a blend of leadership skills, hospitality expertise, and a passion for performing arts and event execution.

**Key Responsibilities:**

- Oversee all front of house operations including staffing, ticketing, usher coordination, and guest services.
- Set up ticketing for clients on ShowPass and oversee the management of the box office email.
- Manage and maintain the bar area, including inventory, staff scheduling, compliance with licensing regulations, and quality service delivery.
- Hire and Train casual front of house staff on specific duties and responsibilities
- Oversee day-of event operations as the Front of House Manager, leading a team of ushers and bartenders to ensure seamless execution and an exceptional guest experience.
- Deliver outstanding customer service to patrons and clients, both during events and through box office communication via email and phone.
- Monitor safety and accessibility measures, ensuring compliance with regulations and creating an inclusive environment for all patrons.
- Manage financial transactions related to the bar and merchandise sales, including daily cash-out processes and reporting.
- Regularly evaluate front of house and bar operations, identifying areas for improvement and implementing solutions.

**Qualifications and Skills:**

- Proven experience in hospitality or event management, preferably in a theatre, venue, or entertainment environment.
- First Aid and CPR certification.
- Previous experience with ShowPass is considered an advantage.
- Strong knowledge of bar operations, including liquor licensing laws, inventory management, and mixology principles.
- Exceptional interpersonal and leadership skills, with the ability to effectively manage and motivate a team.
- Ability to multitask and work under pressure in a fast-paced environment.
- Excellent communication skills and a customer-oriented mindset.
- Availability to work evenings, weekends, and holidays as necessary to support performances and events.
- Knowledge of health and safety standards, with a commitment to creating a welcoming and secure space for staff and patrons alike.



Thank you for considering a career with The GRAND! To apply, please email [programming@thegrandyyc.ca](mailto:programming@thegrandyyc.ca) with your resume and cover letter.

Only those selected for an interview will be contacted.