



**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 49 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 staff and volunteers. The ideal candidate will also have a passion for guest experience, hospitality operations, 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.

This position has a dynamic schedule and is an on-site position.

**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
- Possess a strong understanding of emergency response and be a leader 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 Box 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 proper recording, handling, and financial reporting is maintained and accurate, which includes counting patron services and bar floats for 50/50 and raffle sales, and ensuring proper reconciliation of all sales before end of night
- Assist with the setup and dismantling of events that occur in the lobby or the lounge
- Maintain a safe culture within the department and ensure departmental adherence to and awareness of Health & Safety standards
- Other responsibilities as determined in agreement with the Patron Services Manager and Executive Director

### **Required Skills and Qualifications**

- This position requires a moderate amount of physical activity. Must be able to navigate stairs due to the nature of the Vertigo Theatre Complex
- Minimum 1 year of diverse experience in any or all of the following positions: management, staff and volunteer coordination, patron services, administration, and/or bar management
- Strong, proven leadership qualities, and time management skills
- Conflict resolution
- Outstanding collaborator and team player
- Strong interpersonal communication skills
- Ability to manage tasks and dynamically prioritize
- Proficiency with Microsoft Office
- ProServe certification would be an asset
- First Aid certification required; can be obtained upon hire
- Legally entitled to work in Canada

### **Hours**

Seasonal

Part-time; daytime, evening, and weekend availability required

September – June (hours as scheduled)

The hours in this role may vary due to the performance schedule of the organization. Generally, one can expect around 25-30 hours a week during show runs, with the potential for up to 40 hours a week during surge periods. During seasonal breaks (such as winter holidays and summer hiatus), weekly hours may be significantly reduced to correspond with organizational downtime.

### **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](mailto:admin@vertigotheatre.com) and we will work with you to find a suitable application process.*

Please send a **cover letter, resume, as well as two references** to Thomas Graham, Patron Services Manager, at [applications@vertigotheatre.com](mailto:applications@vertigotheatre.com). Please use the subject line “Assistant Patron Services Manager”. 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](http://www.vertigotheatre.com)