

Assistant Front of House Manager

The Royal Manitoba Theatre Centre exists to celebrate the widest spectrum of theatre art. Deeply rooted in the province of Manitoba, which gave it life and provides for its growth, Royal MTC aspires to both reflect and engage the community it serves. Canada's oldest regional theatre, each season Royal MTC produces ten plays at two venues as well as the Winnipeg Fringe Theatre Festival, and an annual regional tour. RoyalMTC.ca

We are seeking a confident and mature **Assistant Front of House Manager** to oversee patron facing aspects of the theatre while providing support and guidance to volunteer members and staff.

Reporting to the Front of House Manager - Mainstage Theatre, this position acts as part of the team that is the face of Royal MTC and is often the first and most important contact for patrons when visiting the John Hirsch Mainstage or Tom Hendry Warehouse Theatre. The Assistant Front of House Manager builds and maintains relationships with patrons and donors while ensuring a safe, relaxed, and enjoyable experience while at the theatre. This position works in conjunction and coordinates with Box Office, Stage Management, and Volunteer Ushers.

Note: This is an hourly seasonal position that typically starts in October and ends in June.

DUTIES AND RESPONSIBILITIES

- Assist Mainstage and Warehouse Front of House Manager.
- Provide support during shows to both the Mainstage and Front of House Managers.
- Occasionally work solo front-of-house shifts at both the Mainstage and Warehouse theatres, when MTC is in production and for rentals.
- Occasionally work solo front-of-house shifts at both the Mainstage and Warehouse theatre during rentals.
- Prepare daily/nightly show reports.
- Delivery daily/nightly usher orientation.
- Resolve conflicts with patron issues.
- Build and maintain strong relationships with patrons and donors, ensuring their safety and comfort.
- Close and secure the theatre at the end of shifts.
- Abide by and ensure FOH is in compliance with Health Department, Manitoba Liquor Licensing Commission, and Employment Regulations.

QUALIFICATIONS

- Experience working in a Front of House management/supervisor capacity, be it in theatre, hospitality, or events.
- Experience working with volunteers.
- Effective communication skills.
- Experience of the performing arts environment preferred.
- Excellent ability to work under pressure while providing on-the-spot troubleshooting.
- Customer service oriented with the ability to inspire confidence in staff and audience members.
- Must possess, or be able to complete the Manitoba Smart Choices Certification, SmartCheck Food Handlers, and St John Ambulance Level 2 First Aid
- Must success be able to maintain or already have a valid Manitoba Criminal Record and Vulnerable Sector Check

SALARY

\$21.00/hour

PHYSICAL WORKING CONDITIONS

Front of House responsibilities requires high mobility and the ability to carry up to 30 pounds and be able to climb stairs and move about the theatres and lobbies swiftly for extended periods of time.

HOURS OF WORK

Schedules are primarily aligned with theatre production schedules which will include some evenings, weekends, and some matinees.

APPLICATION PROCESS

Interested candidates are asked to submit a cover letter and resume to human resources at hr@royalmtc.ca by **Wednesday, November 15, 2024**. Be advised that resumes will be reviewed as received. Only candidates selected to interview will be contacted.

As demonstrated by our Equity, Diversity, Inclusion and Anti-Racism Commitment to Action, Royal MTC is on a deliberate and strategic path to creating an inclusive environment for all employees and becoming an anti-racist organization. We desire to attract a workforce that reflects and shares these values. Recognizing the history of underrepresentation of Indigenous, Black, and people of colour (IBPOC) positions in our company, we strongly qualified individuals who self-identify as IBPOC to apply.

We are committed to accommodating applicants with disabilities throughout the hiring process and will work with all applicants requesting accommodation at any stage of our process. If you require additional accommodations, please email hr@royalmtc.ca.