

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 ensuring that all patrons have a safe, comfortable, and welcoming experience.

Reporting to the Front of House Manager - Mainstage Theatre, the Assistant Front of House Manager 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 and works in conjunction and collaborates with Box Office, Stage Management, and Volunteer Ushers.

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

For the 2025–2026 season, the Assistant Front of House Manager position will rotate between two distinct operational roles – **FOHM: Usher** and **FOHM: Show**.

SHARED DUTIES AND RESPONSIBILITIES

- Support both Mainstage and Warehouse FOH Manager during performances.
- Resolve patron concerns and conflicts.
- Prepare nightly show reports.
- Build and maintain strong relationships with patrons and volunteers.
- Ensure compliance with health, safety, and licensing regulations.
- Secure the building and theatre at the end of shifts.

FOHM USHER DUTIES

- Assist Volunteer Manager
- Organize usher lists and nametags (via Better Impact).
- Greet and check in ushers.
- Run pre-show usher huddle, assign usher positions, and act as primary usher contact during the show.
- Assist with ticket scanning at Box Office doors.
- Float in the lobby during intermission to support patrons and ushers.
- Complete sections of the show report as assigned; remain on site post-intermission only if additional support is needed.

FOHM SHOW DUTIES

- Set up lobby and prepare bar floats.
- Assign bar positions and support bar service as needed.
- Act as main FOH contact for patrons throughout the show.
- Distribute preorder items during intermission.
- Close and reconcile bar operations post-show.
- Float in lobby during patron exit.
- Collect and organize flashlights returned by ushers.
- Complete final show reports and secure lobby/building.

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 in 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 **August 31, 2025**. Resumes will be reviewed as received. Applicants must be legally eligible to work in Canada. Only applicants selected to interview will be contacted.



Royal MTC is committed to fostering a safe and respectful workplace, free from any form of hate, discrimination, or harassment, where every individual treats one another with dignity and respect.

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. Qualified individuals who self-identify as IBPOC are strongly encouraged 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.