

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, Royal MTC produces ten plays at two venues, the Winnipeg Fringe Theatre Festival, extensive engagement, outreach and educational activities, and a Regional Tour each season.
RoyalMTC.ca

Position Type: Seasonal (Hourly).

Reports To: Front of House Manager – John Hirsch Mainstage Theatre.

Direct Reports: Volunteers and part-time front-of-house staff when on duty.

Hours of Work: Variable weekly hours. Schedules are primarily aligned with theatre production schedules which will include evenings, weekends and matinees.

Start Date: October 2023

Reporting to the Front of House Manager - Mainstage 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 and Tom Hendry Warehouse Theatres. The Assistant Front of House Manager builds and maintains relationships with patrons, donors and volunteers 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.

While this position is supervised, the role requires the confidence and maturity to run a Front of House shift solo with up to 786 audience members, volunteers and staff while on duty.

Responsibilities:

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

Qualifications

- Experience working in a Front of House leadership capacity, be it in theatre, hospitality, or events.
- Experience working with volunteers.
- Excellent communication skills.
- Ability to lift up to 30 pounds, climb stairs, and spend prolonged periods standing.
- Excellent under pressure and on-the-spot troubleshooting.
- A calm disposition, that creates an environment of confidence for our audience and volunteers.
- Must possess or be willing to complete the Manitoba Smart Choices certification and St. John Ambulance basic First Aid.
- Experience working in the performing arts environment preferred.

Compensation

\$19.00 per hour.

Application Process

Interested candidates are asked to submit both a cover letter and resume to Katie Inverarity, Director of Marketing & Communications at kinverarity@royalmtc.ca by **September 8, 2023**. All applicants must be legally eligible to work in Canada.

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 will prioritize qualified individuals who self-identify as IBPOC.

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

Not 100% sure of your qualifications? If your experience looks a little different than what we have outlined, but you believe you could excel in this role, we encourage you to apply. Tell us what you can bring to this role. We thank all candidates for their interest; however only candidates selected for further consideration will be contacted.

COVID-19 Protocols

In order to ensure appropriate health and safety, all Royal MTC staff are required to show proof of COVID-19 vaccination prior to starting employment and expected to comply with protocols, which may evolve at any time.