

## 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](http://RoyalMTC.ca)*

**Position Type:** Full-Time Seasonal Contract from September to June (35 – 40 weeks)

**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:** Work hours vary week to week, based on performance schedule and length of performances.

Reporting to the Director of Patron Services, the Front of House Manager represents the face of Royal MTC and is often the first and most important contact for all patrons when visiting the theatre. This position is responsible for the day-to-day management of the front of house (FOH) operations for the theatre. This role encompasses all aspects of the audience experience before, during and after a show.

The 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. The part time Front of House Manager for the Warehouse Theatre and Assistant Managers report to this position.

### Responsibilities

#### Staffing

- Hire, train, schedule and supervise bar employees for both the Mainstage and Warehouse Theatres; Ensure employees are adhering to quality and customer service standards and abiding by Manitoba Liquor Laws.

#### Volunteer Coordination

- Supervise, train and maintain good relations with the volunteer group of ushers and volunteer servers.
- Coordinate the season's activities with the Volunteer Coordinator and Head Ushers.
- Perform Head Usher duties as needed for Wednesday matinee, school matinees, and extra preview performances.

#### Inventory Management

- Purchase and manage inventory levels for licensed bar, soft drink bar, coffee stand and confection stand; Ensure adequate supplies are available to stock administrative board rooms.
- Prepare food and beverage sales forecasts and report against goal.
- Responsible for depositing all bar and concession revenues for Mainstage and Warehouse on a regular basis.
- Check and balance bar and concession floats and Front of House petty cash.
- Manage house programme inventory.
- Organize and store FOH recyclables.

#### Patron / Donor Service & Safety

- Resolves conflicts with any patron issues.
- Build and maintain strong relationships with patrons and donors; ensure their safety and comfort.
- Coordinate performance start and intermission times with Stage Management and Box Office in a smooth and efficient manner.
- Provide FOH services for facility rentals.
- Coordinate FOH functions (including receptions, Sponsor Nights, Late Bars, Director's Circle functions, Board Orientations, etc) with other departments including contract, and coordinate with caterers for Opening Night receptions.
- Ensure FOH is kept clean, safe and stocked with supplies (includes washrooms) during performances; On matinee days, tidy theatre and FOH in-between performances (including washrooms). Issue listening devices as necessary, clean devices after each performance.
- Maintain quality FOH emergency escape procedures.
- Operate the lost and found.

#### Other

- Abide by and ensure FOH is compliant with Health Department, Manitoba Liquor Licensing Commission, and Employment Regulations.
- Close and secure theatre on performance nights.
- Coordinate with renters to ensure their requirements are fulfilled.
- Check and balance and deposit donations from performances to Scholarship Fund & miscellaneous revenue.

#### **Qualifications**

- Minimum two years of progressing experience within a front of house environment including theatre, hospitality and events.
- Demonstrated experience supervising food and beverage handling and sales.
- Knowledge of health and safety regulations, and liquor laws required.
- Experience working with volunteers.
- Outstanding customer service and communication skills; ability to quickly build rapport with patrons and stakeholders.
- Strong problem-solving skills, calm under pressure and can provide leadership in emergency situations.
- Detail oriented, able to handle several tasks simultaneously under tight deadlines.
- Proficiency in the Microsoft Office suite.
- Strong written and verbal communication skills.
- Ability to lift up to 30 pounds, climb stairs, and spend prolonged periods standing.
- Ability to accommodate a demanding and flexible schedule, including evenings, weekends, and holidays (corresponding to the theatrical schedule).
- Knowledge of performing arts environment preferred.

#### **Compensation**

\$770 - \$865 per week depending on qualifications and experience.

### **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](mailto: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) employees 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](mailto: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.*