

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, Volunteer Manager, and Volunteer Ushers.

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

For the 2026–2027 season, the Assistant Front of House Manager position will rotate between two distinct operational roles – **FOHM: Usher** and **FOHM: Show**.

Shared Duties & 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
- Be able to navigate 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 for the show.
- 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 successfully 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.

How to Apply

Interested candidates are asked to submit a cover letter and resume to human resources at hr@royalmtc.ca by **August 31, 2026**. Be advised that resumes will be reviewed once the posting has closed. Only candidates selected to interview will be contacted.

Have you worked with us before?

If you have previously been employed by, contracted with, or volunteered at Royal MTC, please let us know in your application. We love welcoming people back, and this helps our HR team make sure records are accurate and everything is set up properly.

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 to becoming an anti-racist organization. We desire to attract a workforce that reflects and shares these values. Recognizing the historic underrepresentation of Indigenous, Black, and People of Colour (IBPOC) in leadership positions, we will prioritize qualified individuals who self-identify as IBPOC.

Royal MTC is committed to accommodating applicants with disabilities throughout the hiring process and will work with all applicants requesting accommodation at any stage. If you require accommodations or have any questions about this role, please email **hr@royalmtc.ca**.

We thank all candidates for their interest; however, only candidates selected for further consideration will be contacted.