

# ALBERTA THEATRE PROJECTS

## JOB POSTING – FRONT OF HOUSE MANAGER

**Alberta Theatre Projects (ATP)** is in its 2022-23 Season of producing live, professional, contemporary theatre in Calgary.

At Alberta Theatre Projects, we create world-class contemporary theatre that blurs the line between the audience and the artist, by telling the most provocative and engaging stories of our time. By embracing the intimacy and unique audience configuration opportunities of the Martha Cohen Theatre, we offer an exciting new experience for our audience with each production.

### ABOUT THE POSITION

Reporting to the General Manager, this position leads patron services for all events led by Alberta Theatre Projects and for customer service within the Martha Cohen Theatre for both season productions and rental clients.

This position supervises approximately 30 part-time staff members and is responsible for augmenting ATP's patron experience at the in-person portion of the customer journey. This role works closely with counterparts across the organization to ensure that the front of house is an exceptional point of contact as the audience enjoys their theatre experience.

This is a full-time, seasonal role (with the possibility of becoming permanent) that leads all front of house staff and volunteers. This role is anticipated to start on November 21, 2022.

### RESPONSIBILITIES

- In collaboration with General Manager, plan and execute strategy for front of house, including service delivery, operations, and revenue generation
- Supervision, coaching, and on-site oversight of staff and volunteers
- Liaising with external stakeholders, such as caterers and sponsors, to confirm attendance and patron event details
- Scheduling and administration of staff timesheets
- Scheduling and managing volunteers
- Responsible for cash reconciliations for floats and petty cash, as well as tip-outs
- Managing front of house budget, inventory control, and product strategy
- Leading environmental elements of the Front of House, such as temperature and accessibility
- Providing superior customer service to Alberta Theatre Projects patrons
- On site troubleshooting, problem solving and general management (including acting as escalation point)
- Preparing event memos in advance for Alberta Theatre Projects staff
- Representing Alberta Theatre Projects on site by coordinating and organizing patron events
- Ensuring smooth theatre and lobby function during performances and events
- Other duties as assigned

### JOB REQUIREMENTS

- Excellent verbal and written communication and interpersonal skills
- Proven organizational and time management abilities
- An outgoing, friendly personality
- Theatre management experience an asset
- At least 5 years' experience in people management in a customer service setting

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- Strategic thinking skills and an ability to work in a fast-paced, dynamic environment
- Budget management experience
- Strong self-motivational skills and an ability to work unsupervised
- A passion for and knowledge of theatre, arts, and culture
- Strong computer skills and attention to detail
- ProServe and First Aid certification

This position requires a flexible work schedule due to operational needs of Alberta Theatre Projects and events taking place in the Martha Cohen Theatre, including frequent evening, weekend, and holiday work.

### WHAT WE CAN OFFER

This role is part of the administrative staff group and received benefits as set out by staff policies. Annual salary range for this role is \$40,000-\$50,000. Alberta Theatre Projects is dedicated to becoming an employer of choice and providing a welcoming team environment.

### COVID-19 VACCINATION & MASK MANDATE

Alberta Theatre Projects is extremely conscious of the health and safety of our workforce and audiences. As a condition of employment, all Alberta Theatre Projects' employees must be fully vaccinated against COVID-19 using a Health Canada approved vaccination dosage before joining the organization. Employees must provide proof of their vaccination status to our human resources department. We also currently have a mask mandate in place for all employees in our office, building and venue.

### DIVERSITY, EQUITY, AND INCLUSION

Our commitment to DE&I is woven into our belief that our organization is strongest when we embrace our communities' lived experiences, regardless of what we look like, where we come from, or whom we love. That means building a more equitable, inclusive workplace and promoting daily actions that reinforce our DE&I commitment to the audiences we serve.

### APPLICATION PROCESS

Please email a letter of interest and resume in confidence to Claudina Morgado, General Manger, at [cmorgado@atplive.com](mailto:cmorgado@atplive.com) by November 16, 2022. Resumes will be reviewed as they are received and this job will remain open until we find a great addition to our team.

Alberta Theatre Projects is committed to reflecting the diversity of our community. We believe in equality and inclusion and strongly encourage submissions from all qualified individuals regardless of gender, age, race, sexual orientation, and physical ability. We also encourage you to self-identify as you are comfortable in your application. If you require any accommodations during the recruitment process, please let us know in the application process.

Thank you to all applicants. Only those selected for interviews will be contacted. No phone calls, please. For more information about Alberta Theatre Projects please visit our website: [albertatheatreprojects.com](http://albertatheatreprojects.com).