

ALBERTA THEATRE PROJECTS

Job Posting – Front of House Manager

To apply, go to: <https://mpeoplesolutions.com/jobs/front-of-house-guest-services-manager/>

Alberta Theatre Projects (ATP) is in its 50th season (2024–25) of producing live, professional, contemporary theatre in Calgary. ATP is a not-for-profit organization known for supporting new play development.

At ATP (learn more here: [ATP Website](#)), 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

Alberta Theatre Projects (ATP) is seeking a dynamic **Front of House Manager** to oversee front-of-house operations, enhance the patron experience, and drive revenue growth through fundraising and merchandise sales. Reporting to the Executive Director, this role ensures that ATP's theatre operations provide outstanding customer service while strategically maximizing revenue.

The ideal candidate is a hospitality and/or customer service professional with a passion for the arts, bringing expertise in event, venue, staff and/or volunteer management. This position is an exciting opportunity to shape ATP's front of house strategy and create an engaging, welcoming experience for patrons and partners alike.

This is a full-time, permanent position located at Arts Commons/Werklund Centre in downtown Calgary and requires working in the office and performance venues (this is not a remote based position). This position requires a flexible work schedule due to operational needs of Alberta Theatre Projects and events taking place, including frequent evening, weekend, and holiday work.

Responsibilities

Front-of-House & Patron Experience

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- Lead and manage all front-of-house staff and volunteers to ensure an exceptional patron experience.
- Develop and implement strategies to enhance customer service and engagement.
- Oversee all audience services, including accessibility, venue ambiance, and event logistics.
- Liaise with production, box office, marketing, venue and development teams to ensure a seamless theatre-going experience.

Revenue Generation & Business Strategy

- Collaborate with ATP leadership to redefine and expand revenue streams linked to fundraising, hospitality & merchandise services.
- Develop pricing structures, promotions, and partnerships that enhance ATP's venue and operations.
- Implement a data-driven approach to improve efficiency, sales performance and customer satisfaction.
- Identify new sponsorship and corporate hospitality opportunities in alignment with ATP's business strategy.

Administration & Compliance

- Manage front-of-house budgets, ensuring financial targets are met.
- Oversee recruitment, scheduling, timesheets, and payroll for front-of-house staff.
- Oversee all front of house volunteers.
- Ensure compliance with health, safety, and other relevant regulations.
- Implement training programs for staff and volunteers to elevate service quality and operational efficiency.

Job Requirements

- 3 or more years of experience in hospitality, venue management, or a related field.
- Working as a Guest Services Supervisor/Manager, Event Manager, Customer Service Manager or similar position
- Strong leadership skills with experience managing staff and volunteers.
- Proven track record in revenue generation, sales, or business development in a hospitality setting.
- Exceptional customer service skills and a passion for creating memorable patron experiences.

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- Experience managing budgets, inventory, and vendor relationships.
- ProServe and First Aid certification (or willingness to obtain).
- Ability to work evenings, weekends, and holidays as required.
- Experience with CRM systems such as Spektrix is an asset.
- Alignment with ATP's mission and a passion for the performing arts.
- As a condition of employment, the successful candidate will be required to complete a background and credit check to the sole satisfaction of Alberta Theatre Projects
- Legal authorization to work in Canada.

What we can offer

This is a full-time salaried position with an annual salary range of \$45,000–\$55,000, commensurate with experience. Benefits include three weeks of paid vacation and comprehensive health coverage. You'll work in a dynamic, creative work environment within a leading contemporary theatre company where your expertise directly contributes to ATP's creative success.

If you are passionate about hospitality, revenue development, and elevating the theatre experience, we want to hear from you. Join Alberta Theatre Projects as we redefine hospitality in the arts sector!

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

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 your application.

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To apply, please submit your resume and complete the questionnaire through Modern People Solutions website (they are supporting Alberta Theatre Projects with the hiring process):

<https://mpeoplesolutions.com/jobs/front-of-house-guest-services-manager/>

Thank you to all applicants. Only those selected for interviews will be contacted. No phone calls, in-person visits or e-mails, please.

For more information about Alberta Theatre Projects, please visit our website:

albertatheatreprojects.com.