

ALBERTA THEATRE PROJECTS

JOB POSTING — FRONT OF HOUSE LEAD

Alberta Theatre Projects (ATP) is a not-for-profit organization known for supporting new play development, and producing live, professional, contemporary theatre in Calgary.

At ATP, we create world-class contemporary theatre that blurs the line between the audience and the artist, 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 (learn more on ATP's website: albertatheatreprojects.com).

ABOUT THE POSITION

Alberta Theatre Projects (ATP) is seeking several dynamic Front of House Leads to execute our front-of-house operations, enhance the patron experience, and drive revenue growth through fundraising and merchandise sales. Reporting to the Front of House Manager, this role ensures that ATP's theatre operations provide outstanding customer service by attending to patron needs and supervising the volunteer usher team.

The ideal candidate brings expertise in staff and/or volunteer supervision, and is experienced in hospitality and customer service, with a passion for the arts. This position is an exciting opportunity to build a strong arts community and create a welcoming experience for patrons and partners alike.

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

RESPONSIBILITIES

Front-of-House & Patron Experience

- Act as a point of contact for patron needs or concerns, resolving where possible and escalating to the Front of House Manager where appropriate, in a manner that is respectful and reflects the highest customer service standards.
- Oversee, direct, and support a team of up to 13 volunteer ushers during each shift.
- Facilitate the safe and efficient flow of traffic in and out of the theatre, including during emergency evacuation scenarios.

- Prepare and maintain Front of House areas for public use each day: replenishing supplies and materials, setting up stanchions for bar lines, unlocking exit doors, preparing for events or receptions, and any other preparation needs that may arise.
- Provide exemplary customer service to patrons with seating or arrival issues and resolving conflicts.
- Hold a high level of familiarity and fluency with all aspects of Alberta Theatre Projects performances to provide patrons and potential customers with accurate information regarding the company, our products, the theatre, policies, and procedures. These communications must be made with the primary goal of ensuring the utmost customer experience.
- Assist with additional events throughout the year such as private event rentals of the theatre, donor receptions, or any other event where Front of House assistance is required.
- Effectively notice and communicate facility upkeep needs to the Front of House Manager. Maintaining a clean and organized facility ready for public interactions.
- Document and secure any Lost and Found items, communicating discoveries to the Front of House Manager and the rest of the team.
- Fundraising in lobby, assisting patrons with accessibility needs, liaising with bar staff and production team, and making lobby announcements, and other duties to assist the Front of House Manager as required.

JOB REQUIREMENTS

- A minimum of two (2) years' customer service/hospitality experience is required, preferably in a performing arts or other entertainment venue.
- Prior supervisory experience is preferred.
- Experience working with a team of volunteers is an asset.
- Knowledgeable and passionate about the work of Alberta Theatre Projects.
- Enthusiastic team player with excellent interpersonal skills.
- Must possess the ability to lead others, solve patron concerns as they arise, and communicate well with a wide range of patrons and volunteers.
- Must be comfortable and productive in a fast paced and dynamic work environment.
- Must be well organized, decisive, and have good follow-through skills.
- Excellent verbal communication skills (both one-on-one and public speaking).
- A professional demeanor and experience/ability in dealing with discerning patrons.
- An appreciation for the arts and for theatre.

The successful candidates must be available for a minimum of 2-3 shifts per week during each production throughout the season (see our current season production schedule [HERE](#)). These positions are flexible, part-time, and shift based, and require weekend and evening work during the run of a production. This position deals directly with Alberta Theatre Projects patrons and corporate event clients, and it may on occasion require professional interaction with sponsors and external events coordinators to foster ongoing positive relationships.

Due to the nature of the work, and the configuration of the Martha Cohen Theatre, long periods of standing and the repetitive navigation of stairs will be required, as well as some lifting of moderate to heavy objects (i.e. tables and chairs, and props and decorations required for event setup).

WHAT WE CAN OFFER

This is a part-time casual position starting at \$16.50/hour, with a flexible schedule. 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, enhancing the patron experience of the arts, 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 the lived experiences of our community, 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 accommodation during the recruitment process, please let us know in your application.

Please contact: applications@atplive.com and direct your email to the Front of House Manager.

Include: Your resume/CV and a quick introductory video cover letter (1-3 minutes long). *Your video does not need to be professionally produced. We are interested in your response, not the video or editing quality. A recording made on a phone or computer is welcome. If submitting a video creates an accessibility barrier, please contact us to arrange an alternative format.*

Please choose any 3 of these 5 questions to answer:

1. Please introduce yourself and tell us what interests you about working as a Front of House Lead with Alberta Theatre Projects.
2. Tell us about a time you helped resolve a customer concern or supported a team during a busy or unexpected situation. What did you do?
3. What does a welcoming and inclusive theatre experience look like to you, and how would you help create that experience for patrons and volunteers?
4. What do you love about live performance or shared cultural experiences?
5. Tell us about a live performance that was meaningful or memorable to you. What made the experience stand out?

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

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