



**Front of House Coordinator  
Job Posting  
January 2023**

**Title:** Front of House Coordinator

**Department:** Front of House

**Position:** Casual, Union (IATSE Local 168)

**General Statement of Duties:**

Reporting to the Managing Director, the Front of House Coordinator shall be responsible for delivering excellent customer service to staff, artists, clients, patrons, and volunteers coordinating FOH services.

**Supervision:**

The Front of House Coordinator shall be responsible for reporting to the Managing Director or designate and must be able to work independently with minimal supervision.

**Duties & Responsibilities:**

The duties shall include:

**Administration:**

- Liaise with rental clients and TTS Presents to determine volunteer and other FOH requirements
- Prepare Event Logistics for each event for Front of House staff, including relevant information to be communicated to volunteers.
- Communicate and disseminate logistics to relevant staff for each event
- Head FOH departmental meetings – Ensure FOH calendar is up to date throughout the month
- Ensure FOH Timesheets are filled out according to the IATSE 168 collective agreement ready for biweekly payroll
- Prepare available shifts in the monthly scheduling calendar, and offer shifts to FOH staff in order of seniority
- Count FOH floats
- Ensure Till Balances, square reports, and Show Reports are completed for all events
- Ensure concession inventory, volunteer expense receipts, and MasterCard receipts are handed in and tracked
- Develop and update FOH and Volunteer Manuals
- Ensure Managing Director or designate is apprised and updated with issues and concerns

**Events:**

- Coordinate event logistics and implement any changes during events
- If required, liaise with ticket centre clerks, technical staff, tour managers, artists, and volunteers at the beginning of each event to ensure the smooth operation of all performances, including start times and intermission lengths
- Troubleshoot any audience services issues that may arise during an event or performance and document said issues in the Front of House Report
- Supervise and coordinate all aspects of the concession, 50/50 draws, coat check, and merchandise sales

- Prepare concession reports, front of house summaries, timesheets, and attendance reports for each event
- Ensure attendance, liquor and concession sales, 50/50, merchandise sales, coat check, and tips are recorded into Theatre Manager and generate all necessary reports
- Work with volunteers and FOH staff to assist with event set ups and strikes
- Ensure merchandise commission, volunteer handbook, volunteer contact sheet, volunteer signup sheets are filled out for each event

**Volunteers:**

- Coordinate events such as Volunteer Orientations, Volunteer Appreciation Party, Christmas Party
- Recruit, schedule, train, and evaluate volunteers
- Communicate with the volunteer base, including preparation of quarterly e-newsletters
- Track volunteer contact information, hours, membership status, Criminal Record Checks, and Serving It Right certifications for all volunteers in Theatre Manager and follow up as necessary
- Serve as the staff liaison to the Volunteer Committee
- Develop and maintain a volunteer rewards and incentive program
- Supervise and resolve all volunteer issues as they arise
- Volunteer coordination may be delegated to FOH Supervisors as needed as part of their regular duties

**Food & Beverage:**

- Generate monthly inventory reports
- Research stock options and pricing at other venues in BC
- Actively seek new revenue generating opportunities in the concession
- Order food and beverage for concession and artist hospitality
- Set up artist hospitality prior to artist arrival in green room for TTS presentations
- Set up tables in lobby as necessary for events
- Have a comprehensive understanding of the BC Liquor Control and Licensing Act and Food Safe, and ensure that all staff, volunteers, and renters are operating by these policies
- Food & Beverage coordination may be delegated to FOH Supervisors as needed as part of their regular duties

**Other:**

- Attend meetings, professional development opportunities, and regional conferences as requested
- Ensure all FOH staff and Volunteers are following all Tidemark policies, safety procedures and work-related processes.

**Qualifications:**

- Minimum 3 years+ customer service experience required; previous experience in venue front of house an asset
- Possess a demonstrated ability to organize multiple tasks, set priorities, meet deadlines and work under time constraints
- Self-starter; able to take initiative and be proactive with respect to helping on various projects in and around the theatre
- Team oriented, flexible, and adaptable to change
- Excellent communication and organizational skills
- Customer service oriented
- Advanced knowledge in the use of Theatre Manager, Microsoft Office, and Outlook
- Advanced knowledge of liquor licensing and BC Gaming regulations
- Excellent administration skills

- Excellent communication skills (verbal, writing)
- Advanced ability to problem-solve and multitask
- Experience with performance management as it pertains to volunteers
- Level 1 First Aid and Serving It Right required
- Valid BC Driver's License
- Criminal Record Check required

**Classification:** Casual, Union (IATSE Local 168)

**Hours of Work:** Days, evenings, weekends, and some holidays; Approx 8-16 hours per week in administration, plus events as needed

**Compensation:** \$25.48 per/hour plus 4% vacation pay, 5% in lieu of stat holidays, 4% in lieu of benefits

**Probationary Period:** 20 shifts or 80 hours, whichever is shorter

**Please address cover letter and application to:**

**Attn: Front of House Coordinator Job Posting**

**Tidemark Theatre Society**

**Email: [humanresources@tidemarktheatre.com](mailto:humanresources@tidemarktheatre.com)**

**Subject Line: Front of House Coordinator Job Posting**

*This position will remain open until a suitable candidate has been found.*