



Assistant Front of House Supervisor

Competition: 24-02

Posted: March 22, 2024

Title: Assistant Front of House Supervisor

Department: Front of House

Position: Casual, Union (IATSE Local 168)

General Statement of Duties:

The Assistant Front of House shall be responsible for delivering excellent customer service to patrons of the Tidemark Theatre with volunteer and front of house resources. The Assistant Front of House works collaboratively with Volunteers, Ticket Centre Clerks and Technical staff during shows.

Supervision:

The Assistant Front of House Supervisor must be able to work independently with minimal supervision during shifts and shall be responsible for reporting to the FOH Supervisor or designate, Managing Director or designate.

Typical Duties & Responsibilities:

The duties shall include:

Events & Volunteers:

- Supervise volunteers during events;
- Reconcile floats
- Have a comprehensive understanding of the BC Liquor Control and Licensing Act and BC Gaming regulations, and ensure that all staff, volunteers, and renters are operating by these policies;
- Work with volunteers to assist with event set up, run, and strike;
- 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;
- Trouble-shoot any issues that may arise during an event or performance and document any issues;
- Assist with, and supervise when required, concession, 50:50 draws, coat check, and merchandising;
- Prepare FOH summaries and show reports, Volunteer attendance reports for each event;
- Enter attendance, liquor and concession sales, 50:50, merchandise sales, and tips into Theatre Manager, and generate all necessary reports;

Other:

- Supports Ticket Centre staff as needed;
- Attendance at meetings and professional development opportunities as requested;
- Comply with all Tidemark policies and safety procedures;

Qualifications:

- Minimum Grade 12 education;
- Possess a demonstrated ability to organize multiple tasks, set priorities, meet deadlines and work under time constraints;
- Flexible and adaptable to change;
- Knowledgeable in the use of computers, and Microsoft Office 365;
- Excellent cash handling and reporting skills;
- Excellent communication, organizational, and delegation skills;
- Ability to communicate effectively with a variety of people in a courteous and tactful manner;
- Effective time management skills;
- Ability to work calmly under pressure;
- Customer service oriented;
- Knowledge of Theatre Manager an asset;
- Level 1 First Aid, World Host, Food Safe, and Serving It Right certifications required;
- Valid BC Driver's License required;
- Criminal Record Check required.

Classification: Casual, Union (IATSE Local 168)

Schedule: generally afternoons, evenings, and weekends

Compensation: \$20.93/hour; 4% vacation pay; 5% in lieu of stat holidays (as per Collective Agreement)

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

Closing Date: Open until position filled.

Please email your resumes to:

Tidemark Theatre

1220 Shopper's Row

Campbell River, BC V9W 2C8

E: humanresources@tidemarktheatre.com

We thank you for your interest; however, only applicants selected for an interview will be contacted.

Note: In order to be considered, applications must include a cover letter and resume outlining experience and qualifications relative to the position.