

THEATRE AQUARIUS

Position: Front of House Manager

Seasonal contract position (September-May)

\$20/hour for 25- 35 hours/week. Some evenings and weekends required.

About Theatre Aquarius:

Theatre Aquarius is Hamilton's only professional theatre; our productions entertain, enlighten, invigorate, and challenge our audiences. Theatre Aquarius owns and manages the building at 191 King William Street, which houses the fully equipped 700 seat, proscenium style, Irving Zucker Auditorium and the 125 seat Norman and Louise Haac Studio Theatre which doubles as the Rehearsal Hall. Theatre Aquarius also runs a vibrant theatre school- the Theatre Aquarius Arts Centre located at 191 King William Street- that educates and fosters Hamilton's growing community of theatre professionals. Theatre Aquarius plays a vital role in the community reaching out to underrepresented voices and marginalized communities.

About the Position:

The Front of House Manager is responsible for the overall patron experience at Theatre Aquarius. They recruit, schedule and supervise volunteer ushers and directly manage bartenders, FOH assistants and duty managers. The FOH Manager oversees the ordering of food, beverages and related supplies. They work with staff to ensure compliance with Health and Safety, Fire Regulations and Liquor Control Regulations. They enjoy providing patrons with exemplary customer service and strive to make a night out at the theatre safe and enjoyable.

About the Opportunity:

This position is ideal for someone who believes that art should be enjoyed by everyone. They are a leader who is warm and welcoming to volunteers, staff and patrons alike. They take accessibility, equity and inclusivity into account when planning, and have strong conflict resolution skills. This position is ideal for a detail-oriented person who enjoys working in a lively, vibrant and inclusive arts organization.

Key Accountabilities and Responsibilities

- Preparing lobby and public areas of the theatre for audiences.
- Ensuring audience safety, maintaining facility security and emergency procedures.
- Maintaining Front of House procedures during performances.
- Recruitment and scheduling of volunteer ushers using volunteer software.
- Managing the scheduling of bartenders, assistant FOH managers and duty managers.
- Fill out position time sheets to track payments.
- Ensuring that bar and concessions are well-stocked and maintained.
- Oversee all reconciliations involving bar and concessions.
- Comfortable with ticketing software system (Theatre Manager) an asset.

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Required Qualifications

- 2-4 years of experience in hospitality management or in theatre patron services.
- Demonstrated expertise in hospitality or patron services management.
- Experience with managing both paid and volunteer positions.
- Understanding of cash management.
- Smart Serve.
- Computer literacy in Microsoft Office.
- Experience with ticketing and volunteer database management.
- Ability to prioritize tasks and adapt to situations
- Superior interpersonal skills and ability to deal with conflict and challenging personalities while achieving a positive outcome for the patron and the theatre

Application Process:

Theatre Aquarius values diversity in its workforce and encourages applications from: women; Indigenous people, First Nations, Métis and Inuit persons; black people; members of racialized communities; persons with disabilities; and people of diverse gender identities or expressions. Theatre Aquarius is committed to providing an accessible, barrier-free recruitment and selection process. Please contact us at *SearchCommittee@theatreaquarius.org* should you require accommodation or if you would like more information regarding our accessibility policies, plans, and programs.

Application deadline September 30th, 2022:

Applications should include:

- Letter of Intent stating your interest in the position, and relevant experience.
- Resume/CV

Applications should be submitted to Executive Director, Theatre Aquarius at searchcommittee@theatreaquarius.org