



FRONT OF OF HOUSE ASSISTANT

Organization description:

Founded in 1970, Factory Theatre remains at the forefront of developing and producing ground-breaking and culturally diverse Canadian theatre. In 49 years, Factory has overseen more than 300 productions by some of Canada's most gifted playwrights and helped launch the careers of countless theatre professionals.

Since its inception, Factory has been a nexus of development for emerging artists, with long-standing training programs, new play development and mentorship. Throughout its history, the theatre has remained faithful to its 100% Canadian commitment, presenting culturally and socially diverse perspectives that examine crucially important issues.

Job description:

We are actively seeking a Front of House Assistant for our current 2018/2019 season and rental productions.

This position will be paid hourly, within normal hours of operation which are Tuesday-Saturday 6:30-11:30pm and Sundays 12:30am-4:30pm during the season, and additional hours as required for festivals, rentals, and auxiliary events.

Reporting to the Patron Services Manager, this position is responsible for enhancing the audience's pre-and post-show experience through documented front of house policies and procedures. The position will also require doing alternate shifts at the Bar.

Key Areas of Responsibility:

Front of House Management:

- Maintaining Front of House procedures during performances including ensuring that bar and concessions merchandise are managed, well-stocked.
- Maintaining audience safety, fire and evacuation procedures
- Supervising and/or running nightly house manager duties including as necessary ushering, bar services, audience management and volunteer coordination.
- Ensuring all nightly reconciliations involving bar, concession and other merchandise sales are completed accurately.
- Maintaining a clean, well-stocked and orderly Front of House, and coordinating needs with the Patron Services Manager and Facilities.
- Verify the bar and cleaning stock and notify Patron Services Manager of any stock required based on agreed upon minimum stock levels on a nightly basis.

- Ensure that the front of house and bar areas, including the courtyard, is presentable and welcoming for patrons.

Bar Management:

- Serving of drinks and snacks to our theatregoers.
- Maintaining an ordered and efficient work environment before and during the show.
- Processing fast and accurate payments, demonstrating exemplary cash handling skills.

Volunteer Coordination:

- Working with and training volunteers as needed for public performances.

Administrative

- Providing Front of House and Concession reports to the Patron Services Manager and other pertinent team members for each scheduled performance.

The responsibilities listed above address the key duties of this position. Additional responsibilities of the may be requested, however, they will however, not be unreasonably assigned.

Requirements:

Key Skills and Attributes:

- Cool, calm, collected and creative problem solver
- Experience in staff supervision is an asset
- A strong knowledge of and passion for theatre and the performing arts
- Experience with box office software is an asset, but not mandatory
- High personal presentational standards with acute attention to detail
- Ability to handle multiple tasks with accuracy and to meet deadlines in a timely manner
- Smart Serve and First Aid Certified
- Available nights, weekends and holidays

How to Apply:

Please send your resume and cover letter via email in pdf format (please label the pdf with your name: SurnameFirstname.pdf) with the Subject Line: "Front of House Assistant" to Himashu Sitlani – Patron Services Manager at himanshu@factorytheatre.ca