



## **IS HIRING!**

### **FRONT OF HOUSE SUPERVISOR (casual)**

For forty-six years The Cultch has presented unforgettable theatre, dance and music, bringing world-class local, national and international presentations to thousands of patrons each year. We have a vibrant rental clientele and a unique Youth Program further extending our reach into the community. Located just off Commercial Drive, The Cultch is also a great place to work. Our team members include people like you - **enthusiastic, innovative, passionate, detail-oriented and energetic** who have a love and knowledge of the contemporary performing arts in all forms and delight in sharing this passion.

The Cultch operates three theatres: the Historic Stage and Vancity Culture Lab at The Cultch on Venables Street, and the York Theatre on Commercial Drive. In 2017-18 we hosted 125 clients resulting in more than 500 performances. We believe you'll find our high-performance culture personally fulfilling, professionally challenging and artistically rewarding. Join our team and share our vision of a future filled with the best that contemporary art has to offer.

#### **OVERVIEW**

Reporting to the Head Front of House & Volunteer Manager, the Front of House Supervisor is responsible for providing excellent customer service and ensuring a smooth facilitation of public events at The Cultch & York theatres.

#### **The duties and responsibilities of a casual FOHS include but are not limited to:**

- The execution and management of the front of house for performances including all aspects of audience services, liaising with the bartending, box office, stage management and technical staff
- Preparation of pre- and post-show reports in conjunction with other Cultch staff
- Collaboration with the Head Front of House Manager to ensure all Front of House paperwork and supplies are fully stocked and accessible, and all show-related displays and signage are up-to-date and neatly presented
- Preparation and reconciliation of cash deposits and bar / other sales
- Maintaining cleanliness of the venue including outside areas and washrooms (during performances)
- Occasional assistance behind the bar when needed
- Ensure building security is maintained during your shift including both pre-show, during performances and post-show
- Attendance at scheduled Front of House training sessions and meetings
- Occasional administrative tasks as needed, as requested by the Head Front of House Manager

CONTEMPORARY THEATRE, DANCE & MUSIC

1895 VENABLES STREET  
VANCOUVER, BC V5L 2H6  
THECULTCH.COM

T. 604 251 1363  
F. 604 251 1730  
E. INFO@THECULTCH.COM

**Required skills and qualifications include but are not limited to:**

- Exceptional customer service and people skills
- Well organized, dependable, detail-oriented, foresightful, and efficient
- Ability to work calmly under pressure, handle unexpected situations and problem solve
- Be a strong leader and team player and able to work alone
- Ability to prioritize, multitask, and delegate appropriately
- Experience in volunteer management and staff supervision
- Strong cash handling skills
- Excellent computer skills including experience with Microsoft Word & Excel, Dropbox, and Google Drive
- Experience in public speaking an asset
- Level 1 Occupational First Aid certification
- Serving It Right and Food Service certification are assets
- Evening and weekend availability
- Availability to work over the holiday season

This job is a union position governed by the terms and conditions of the Front of House Collective Agreement between The Vancouver East Cultural Centre and IATSE Local 118.

**DEADLINE FOR APPLICATIONS:** Wednesday, July 31, 2019

**START DATE:** Beginning of September 2019

**HOURS OF WORK:** This is a casual position based on the performance schedule. Most work hours will take place in the late afternoon and evenings including weekends. You must be available to work Saturdays.

**REMUNERATION:** \$16.86 / hour plus 10% in lieu of health & benefits, 4.4% stat not worked, 4% vacation pay, less 2% union dues. We expect an updated rate as per the Collective Agreement in the near future.

**JOB CONTACT INFORMATION:**

If this sounds like you, please send your application and cover letter stating your availability and references to:

- **Online:** [hire@thecultch.com](mailto:hire@thecultch.com) with “Front of House Supervisor (casual)” in the subject line

The Cultch is committed to building a skilled, diverse workforce reflective of Canadian society. We promote employment equity and encourage candidates to indicate voluntarily on their application if they are a woman, an Aboriginal person, a person with a disability or a member of a visible minority group.

We thank all applicants for their interest in working at The Cultch but only those selected for an interview will be contacted.

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