



THE CULTCH IS HIRING!

FRONT OF HOUSE SUPERVISOR (Casual)

For over 50 years, The Cultch has presented unforgettable theatre, dance and music, bringing world-class local, national and international presentations to thousands of patrons each year.

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. 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 Audience Services Manager, the Front of House Supervisor is responsible for providing excellent customer service and event management, ensuring smooth facilitation of public events at The Cultch & York theatres. This position also provides on-duty leadership for our event staff and clientele.

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
- Management and supervision of the volunteer usher program and its participants during events
- Preparation of pre-and post-show reports in conjunction with other Cultch staff
- Collaboration with the Audience Services 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 Audience Services Manager

Required skills and qualifications include but are not limited to:

- Front of House Experience in a theatre or similar live event settings
- 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, and Google Workspace
- Experience in public speaking is an asset
- Level 1 Occupational First Aid certification is required – training provided
- Serving It Right and Food Service certification are assets
- 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: Monday, Aug. 4th, 2025

START DATE: As soon as Monday, Aug. 11th, 2025

HOURS OF WORK: This is a casual position based on The Cultch's Season and Rental schedule. Most work hours will take place in the late afternoon and evenings, including weekends. Preference given to those available to work at least three evening shifts and at least one weekend shift a week.

REMUNERATION: \$22.77 plus 10% in lieu of health & benefits, 4.4% stat not worked, 4% vacation pay, less 2% union dues.



JOB CONTACT INFORMATION:

If this sounds like you, please send your application and cover letter stating your availability and references to hiring@thecultch.com with "Front of House Supervisor" in the subject line

The Cultch is committed to an accessible, safe, and inclusive environment. We respect, value and celebrate the diverse experiences of each person and actively encourage everyone to consider joining our team. If you need assistance or have questions at any stage of the application process, please do not hesitate to reach out. Applications from equity-seeking groups are particularly encouraged. Accommodation will be provided throughout the recruitment process to applicants with disabilities.

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