



**JOB POSTING
FRONT OF HOUSE MANAGER
Presentation House Theatre**

If you have any accessibility requests regarding this job posting, please contact Emily Brown at admin@phtheatre.org or 604-990-3473.

Presentation House Theatre (PHT) is located on Skwxwú7mesh (Squamish) and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Territories, in the heart of North Vancouver. The company produces and presents professional theatre for children, youth and adults, and provides vital community engagement through performance outreach experiences. PHT's community is not based in geography but in the local, national, and international creative collaborations, connections, and programs we share with people on the North Shore and beyond. Through our programming, we invite diverse audiences from all walks of life come together via PHT to explore, redefine and confirm their sense of communities. We are a creative hub, linking together multi-faceted individuals and groups in shared cultural experiences. Our organizational values are safety, humanity, accessibility, inclusivity, and ongoing decolonization. We encourage dialogue and learning.

A typical season at PHT includes mainstage productions, presentations, touring, a small series of professional music and dance, and the hosting of several local arts groups. We average 60+ events throughout the year. In addition, we proudly act as an incubator space for the development of new works.

GENERAL DESCRIPTION:

We are looking for an organized and team-oriented person to be our Front of House Manager. Reporting to the Company and Box Office Manager, the Front of House Manager is an integral part of the PHT team, providing both frontline and behind-the-scenes support, including creating and maintaining a welcoming front of house environment for all public events, addressing patron needs, managing volunteers, and supporting the Company and Box Office Manager in areas of PHT administration. The Front of House Manager will work 4 hours a week in the office and all public event shifts. They will be primarily responsible for the in-person, front of house experience patrons have when they attend events at Presentation House Theatre.

DUTIES:

In Office

- Oversee concession operations, scheduling, ordering and maintenance of stock
- Plan opening night receptions
- Oversee the lobby and common grounds areas for posters, headshots and brochures and other print materials
- Assist with poster distribution in the community
- Volunteer management and outreach
- Other office related duties as assigned by the PHT team.

Front of House Manager – Public Events and Performances

- Be the FOH Manager representative for all performances including rentals, or otherwise schedule casual staff to cover.
- Supervise casual staff on shift during performances
- Prepare show reports for each event
- Be the on-call contact for Casual Staff during performance times
- Work with Company and Box Office Manager to schedule Casual Staff
- Meet with Company and Box Office Manager weekly to prep for upcoming events

QUALIFICATIONS

The Front of House Manager will be:

- Organized with a high attention to detail
- Self-motivated and someone who takes initiative
- Interested in learning and growth
- Dedicated to anti-racism and decolonization
- Able to listen to and creatively solve problems
- Customer service-oriented

Assets:

- Knowledge of VBO Tickets
- Live in North Vancouver
- Experience in working in a manager and/or customer service position
- Previous experience and ongoing interest in arts and nonprofits

We encourage anyone interested in the position to apply even if you do not meet all assets listed above.

In keeping with Presentation House Theatre's health and safety policies, all staff must be fully vaccinated by the time of employment. Anyone with a disability that exempts vaccination is encouraged to discuss accommodations with Emily Brown.

SALARY, HOURS, AND BENEFITS:

Salary: \$19.50 per hour

Hours: This a part time position that will work 4 hrs per week in office with the Company and Box Office Manager plus working as the FOH for all performances and events throughout each season. Below are performance dates for the remaining 2024 season. Please only apply if you are available for at least 75% of the shifts listed below. The successful applicant will be required to find coverage within our casual staff to cover any shifts they are not available for.

Performance shifts are usually 4 hour calls.

March 1st - Call time 6:00pm

March 2nd - Call time 6:00pm

March 3rd - Call time 12:30pm

March 21st - (Time TBA)

March 22nd - Call time 6:00pm

March 23rd - Call time 12:30pm & 6:00pm (2 show day)

March 24th - Call time 12:30pm
March 28th - Call time 6:00pm
March 29th - Call time 6:00pm
March 30th - Call time 12:30pm & 6:00pm (2 show day)
March 31st - Call time 12:30pm

April 27th - Call time 11:30am
April 28th - Call time 9:30am

May 4th - Call time 11:30am
May 5th - Call time 9:30am

Shifts are subject to change and do not include all shifts available for the season. Performances and events in June, July and August are TBD.

TO APPLY

Email Emily Brown, Company and Box Office Manager, at admin@phtheatre.org with a resume and cover letter outlining your suitability for the position and availability for the shifts listed above. Resumes will be accepted and reviewed, and applicants will be interviewed on an ongoing basis until the position is filled. The first round of interviews will take place at the end of January.

We thank all who express interest in this position, however, only those selected for an interview will be contacted. **No phone calls please. We are happy to answer questions over email.**

Presentation House Theatre is committed to employment equity and requests that any required accommodations be noted in your application.

For more information:

www.phtheatre.org
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