

## **Event Services Team – Front of House Specialist**

### **ABOUT US**

The Sid Williams Theatre is located on the unceded traditional territory of the K'ómoks First Nation, care takers of this land since time immemorial, in the region known today as the Comox Valley and downtown Courtenay, BC.

A registered Canadian charity, the Sid Williams Theatre Society (SWTS) provides professional theatre services by operating a 500-seat performance venue and balancing multiple roles: rental services for community groups and touring headline acts; community outreach through bursaries, internships, and other educational opportunities; an arts presenter offering a curated season of diverse programming. We believe our work is essential to a vibrant and healthy community.

### **OUR VISION**

Create an inclusive and accessible space to gather, inspire, and cultivate live performance magic in the Comox Valley.

**We are looking for an outstanding candidate who shares our vision to join our team in the role of Front of House Specialist.**

### **JOB DESCRIPTION**

Front of House (FOH) encompasses all aspects of the audience experience before, during, and after an event. Our FOH team is directly responsible for the comfort and safety of the audience and volunteer team and works to ensure that all phases of an event go smoothly, stay on schedule, and always balance the needs of the audience, the production team, and the venue.

Reporting to the Volunteer & Audience Services Coordinator (VASC), the Front of House Specialist (FOHS) is responsible for providing exceptional customer service, ensuring that all patrons, rental clients, volunteers, and members of the public have an enjoyable and safe experience at the Sid Williams Theatre.

### **RESPONSIBILITIES & DUTIES**

- Execute FOH pre-event preparation (audience services equipment, coat check, merchandise, lounge):
  - Liaise with rental clients, stage/road manager, and box office/technical team
  - Lead volunteer team through event details, provide additional hands-on training
  - Check and replenish lounge low stock or expired items if needed
  - Setup artist hospitality in green room if needed
- Oversee and assist volunteer roles/duties during events including evacuation
- Ensure the comfort and safety of patrons (i.e., assisting seating, ticket scanning, managing queues, patron wayfinding (exits/washrooms))

- Handle patron complaints and concerns during events in a courteous and professional manner
- Work with Manager on Duty (MOD) and security team as needed to deploy event security plan and resolve unusual situations
- Maintain tidiness of FOH venue areas (lobbies, washrooms, green room, lounge) during events and report issues to maintenance/custodial team
- Reconcile cash floats: coat check, merchandise, lounge, fundraising sales (pre and post event cash handling as needed) including deposits
- Complete FOH post-show reports and periodic other reports as assigned
- Complete lock up/shutdown routine (FOH equipment, lounge, coat check, floats, cabinets, etc) as per FOH checklist
- Work with Finance Manager to administer lounge inventory, stock reordering, lounge organization, and volunteer lounge training
- Participate in the Occupational Health and Safety program
- Assist VASC with interviewing, training, following up with new volunteers
- Other duties as may be required (may include box office coverage)

## QUALIFICATIONS & ATTRIBUTES

- Excellent verbal and written communication and customer service skills
- Ability to thrive in a fast-paced environment and enjoy working with the public
- Strong time management, teamwork, and observational skills
- Ability to troubleshoot and problem solve calmly under pressure
- Flexibility: each event/audience/shift has a different vibe and requirements
- Ability to balance independent self-directed tasks and collaborative work
- Comfort with technology and digital aptitude to learn multiple software including:
  - Microsoft Office and Teams
  - Momentus Elite and WeTrack
  - Square, Better Impact, Spektrix
- Comfort operating mobile devices (*such as ticket scanners*)
- Experience in customer service, including POS, cash handling, and till operation
- Experience working with volunteers
- Experience in arts and cultural sector is an asset
- Current Serving It Right, FoodSafe, Occupational First Aid certifications are an asset – *SWTS may provide training or reimburse successful candidate to get these certifications.*

The successful candidate must be prepared to obtain a valid criminal record check.



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V9N 2J2

**Employment type:** Full Time equivalent, permanent

**Probationary period:** 90 days

**Work location:** On-site

**Hours:** average of 28 – 35+ hours per week

**Schedule:** Hours will be flexible and responsive to schedule of events. The SWTS operates seven (7) days a week. This position does not have a set schedule. Most event shifts are afternoon to evenings.

**Compensation:** \$20 per hour – with option to negotiate rate based on experience, especially theatre industry experience.

SWTS compensation policy offers annual increases within approved budgets. Vacation per BC employment standards.

**Additional benefits:** Extended health benefits and professional development available following successful probationary period. Medical/family/personal days beyond BC minimum sick days. Paid time off during yearly holiday closure.

SWTS is a **WorkSafe BC registrant**, a member of [Actsafes Safety Association](#), and a signatory to the [Respectful Workplaces in the Arts](#).

**Start date:** Early April

## TO APPLY

We are committed to creating an inclusive workplace and we encourage applications from members of diverse communities.

**Resumes will be accepted until Monday March 24 at 5:00 pm.**

Please send your resume, including cover letter and references to:

**Email:** [jobs@sidtheatre.com](mailto:jobs@sidtheatre.com)

**Please include “FOH Specialist” in the subject line.**

We thank all applicants for their interest, however only those selected for an interview will be contacted.