



JOB POSTING

FRONT-OF-HOUSE SUPERVISOR

Application Deadline: June 1, 2024
Start Date: July 1, 2024
End Date: June 30, 2025, with possible renewal
Wage: \$17.50 per hour

Location: Winnipeg, Manitoba
Job Focus: Customer Service
Job Type: Seasonal, Part-time, Contract (July to June)
Reports To: Patron Services Manager
Direct Reports: Volunteers
Hours: Variable hours. Schedules are primarily aligned with performance and event schedules which will include evenings, weekends, and matinees.

ORGANIZATION DESCRIPTION

Prairie Theatre Exchange is a 51-year-old professional theatre company that produces, presents, commissions, and develops multi-disciplinary works for live performance and digital platforms. The vision for Prairie Theatre Exchange is to be vital, relevant, and responsive. We strive to be a centre for innovation in theatre and performance practice: a home for interdisciplinary and diverse works. We are a home for artists from the Prairies (Manitoba, Saskatchewan, Alberta) and beyond. We prioritize professional development for artists in the Prairies. We are a contemporary professional theatre company which reflects the ever-evolving communities and audiences we serve with artistry, confidence, and heart. For more information:

www.pte.mb.ca

JOB DESCRIPTION

The FOH Supervisor builds and maintains relationships with patrons, donors, and volunteers while ensuring a safe, relaxed, and enjoyable experience while at the theatre. This position works in conjunction and coordinates with staff Stage Management, and Volunteer positions in providing exceptional customer service experience for everyone who enters the PTE venue.

KEY RESPONSIBILITIES

- Confidence and maturity to solely lead Front-of-House shifts, while managing Volunteer positions
- Provide exceptional customer service to all visitors of PTE
- Deliver Volunteer Usher Orientation session, per shift
- Train Volunteer positions as part of the orientation, as necessary
- Prepare FOH Reports after each performance and/or event
- Resolve conflicts with patron and volunteer issues
- Ensure the safety and comfort of all visitors to PTE
- Close and secure the theatre and venue at the end of shifts
- Adhere to all Manitoba Liquor Laws and safe handling of food practices

- Confidently manage cash and operate POS system
- Maintain cleanliness and organization of work areas
- Ensure restrooms are fully stocked, and clean each shift
- Maintain calm, positive, and adhere to professional etiquette at all times
- Demonstrates patience
- Ability to exercise the strictest confidentiality of information

QUALIFICATIONS

- Experience working in a Front of House leadership capacity, be it in theatre, hospitality, or events.
- Experience working with volunteers or managing staff
- Excellent under pressure and on-the-spot troubleshooting
- A calm disposition, that creates an environment of confidence for our audience and volunteers
- Must possess or be willing to complete the Manitoba Smart Choices certification
- Must possess or be willing to complete St. John Ambulance basic First Aid
- Must have exemplary customer service skills with an enthusiastic and positive attitude
- Self-motivated and able to work in a fast-paced environment
- Excellent communication skills
- Ability to accommodate a demanding and flexible schedule, including evenings, weekend, and holidays (corresponding to the performance and event schedules)
- Team-oriented with an authentic enthusiasm to be part of a vibrant theatre scene
- Basic understanding of Box Office roles, and Stage Management roles an asset

HOW TO APPLY

Prairie Theatre Exchange is committed to reflecting the diversity of our community and our country. As an equal opportunity employer, we encourage submissions from individuals of all genders, cultures, ethnicities, gender identities, sexual orientations, and abilities who possess the skills and qualities listed above. Learn more about our values at <https://www.pte.mb.ca/about-us/our-story>

Prairie Theatre Exchange is committed to providing accommodations for persons with disabilities in all parts of the hiring process. Please contact PTE if you have accessibility needs in applying for this position.

Applicants are asked to submit:

1. Cover Letter
2. Resumé
3. Two professional references in a related field

Applications can be submitted in confidence to LISA LI, MANAGING DIRECTOR: lisali@pte.mb.ca

Prairie Theatre Exchange appreciates all submissions of interest, however only those selected for an interview will be contacted.

The Land where PTE creates is Treaty 1 Land, the traditional territory of the Anishinaabeg, Cree, Dakota, national homeland of the Red River Métis, and home to many other Indigenous nations and peoples.