



JOB POSTING

FRONT-OF-HOUSE SUPERVISOR

Application Deadline: Sept 11, 2026 at 5pm CDT
Start Date: Oct 5, 2026
End Date: June 30, 2027, with possible renewal
Wage: \$22.25 per hour

Location: Winnipeg, Manitoba
Job Focus: Customer Service
Job Type: Seasonal, Hourly, Contract (Oct 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.
Hours estimated at 20 to 40 hours per week, with a planned break the week of Jan 4, 2027.

ORGANIZATION DESCRIPTION

Prairie Theatre Exchange is a 53-year-old professional theatre company with an operating budget of over \$2 million, located in downtown Winnipeg on the third floor of Portage Place Mall. Founded in 1972, with an emphasis on Canadian plays, presented primarily by local artists in an intimate 323-seat thrust theatre, PTE is a nationally recognized company with deep roots in community.

PTE produces five to seven shows per season in its mainstage programming. Its 42,000 square-foot facility includes two theatres, two studios, shops for scenery, props, and costumes, a rehearsal hall, a library for resident playwrights, a lobby, lounge, boardroom, and offices. PTE also serves as a resource centre for other arts organizations, renting spaces for rehearsals, shows, workshops, and office space.

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 including guests of our rental clients.

KEY RESPONSIBILITIES

- Lead Front-of-House shifts, while managing/supervising Volunteer positions

- Support opening night, closing night, sponsorship receptions and events, including the purchasing/ordering of food and beverages as required
- Organize annual volunteer appreciation event
- In consultation with the Patron Services Manager lead food, beverages and Front of House supplies inventory management
- 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
- Resolve conflicts with patron and volunteer issues
- Ensure the safety and comfort of all visitors to PTE
- Adhere to all Manitoba Liquor Laws and safe handling of food practices
- Be well versed and confident with PTE Fire procedures including audience evaluation
- When on duty, never leaves the PTE facility (unless in case of critical building emergencies) unattended and ensures they are visible and accessible at all times
- Close and secure the theatre and venue at the end of shifts
- Confidently manage cash and operate POS system, including providing an accounting for all monies earned through concession sales
- Prepare FOH Reports after each performance and/or event
- 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

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
- Demonstrates patience
- Basic understanding of Box Office roles, and Stage Management roles an asset
- Ability to exercise the strictest confidentiality of information

PHYSICAL WORKING CONDITIONS

Front of House responsibilities require high mobility and the ability to carry up to 30 pounds and be able climb stairs and move about the theatres and lobbies swiftly for extended periods of time. The administrative portion of the portfolio will require working for extended periods with a computer.

HOW TO APPLY

Interested candidates are asked to submit a cover letter and resume via email to Lizabeth Kogan, Patron Services Manager (liz@pte.mb.ca) by **September 11, 2026, 5pm CDT**. All applicants must be legally eligible to work in Canada.

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.

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

Not 100% sure of your qualifications? If your experience looks a little different than what we have outlined, but you believe you could excel in this role, we encourage you to apply. Please tell us what you can bring to this role.

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