



Reports to: Venue Services Director

Liaises with: Volunteer & Staff Coordinator  
Box Office Staff  
Clients, Patrons, Suppliers at the Sagebrush/Pavilion Theatres

Type: 30-hours per week, Contract

Western Canada Theatre, operating the Sagebrush & Pavilion Theatres, seeks a **HOUSE MANAGER**. The House Manager is the point person for operations of both venues, and will provide superior client & customer service to all stakeholders, both internally and externally.

The ideal candidate will be a charismatic and confident team leader who can work well with staff, volunteers, clients and patrons.

Duties include:

- Ensuring the smooth daily and long-term operation of the FOH, bar, concession and in-lobby special events at the Sagebrush & Pavilion theatres.
- Running FOH operations during events (evenings, weekends & occasional daytimes)
  - Manage all volunteers and staff on shift during events including their position assignments, event briefing, supervision and discipline.
  - Provide leadership, guidance, support and supervision to all FOH, Bar & Concession staff & volunteers.
  - Serving as front-line staff attending to patrons to ensure all needs are met.
- Bar and Concession budgeting, inventory control, sales management & reconciliations
  - monitoring productivity, revenues, and costs
  - inventory purchasing and deliveries
  - establishing clear priorities for operational expenditures
- Completion of daily show reports, deposits and communication with Venue Services Director
- Liaising with Staff/Volunteer Coordinator for FOH staff/volunteer scheduling, assignment, supervision and discipline.
- Providing superior client service to the renters of the Sagebrush Theatre and facilitating their accessing of lobby setup and theatre services.
- Liaising with external stakeholders (caterers, suppliers, sponsors) to ensure successful event execution on site. Assist with setup, teardown and execution of events.
- Ensure efficient and proactive communication between all departments relating to Front of House, bar and concessions.
- Ensure compliance with applicable food, beverage and liquor, safe work procedures, and safety regulations in BC.
- Ensuring all equipment, fixtures, and furniture of the department are kept in good supply and in best repair possible.
- Liaising with Kamloops Live! Box Office staff to ensure successful experiences at door.
- Overall responsibility for the safety and security of patrons from the moment they arrive until they have left the property.

The successful candidate will possess the following skills and meet the following qualifications:

- Minimum 2 years of experience in any or all of the following areas:
  - Previous front-of-house or Food/Beverage service or audience services
  - Experience working with, supervising and motivating volunteers
  - Box Office operations & management
  - Staff supervision and management
  - Special events
- A passion for the arts, in all its forms (theatre, music, dance, educational, etc.)
- Maintains a professional appearance and demeanor at all times.
- Able to handle intense, stressful or emergent situations with grace and good humour.
- Financial/Budget Management experience an asset
- Have strong, proven leadership qualities, task organization and time management skills
- Outstanding collaborator and team player
- Superior written and interpersonal communication skills
- Friendly, outgoing and positive attitude
- Proficiency with PC computers and Microsoft Office (Word, Excel, etc.)
- Can legally work in Canada

The following certifications are an asset:

- Serving it Right
- Emergency First Aid, Level 1
- FoodSafe
- Valid driver's license – Class 5 and reliable access to a vehicle.

This is a contract position ideally beginning on or about September 17, 2018, and continuing through to June 30, 2019. Extension of the contract over the summer is dependent on venue bookings. Based on a successful performance review, the contract would be renewed for September 2019.

The position is paid a weekly salary based on the provision of the equivalent of 30-hours per week and requires some evening, weekend and daytime hours. Starting wage range between \$15-17 per hour, depending on experience, with room for growth.

Interested applicants should submit a cover letter, resume, and references by:

Shevaun Fortune, Venue Services Director

[careers@wctlive.ca](mailto:careers@wctlive.ca)

Submissions will be received until a suitable candidate is found.

*Western Canada Theatre is committed to diversity in the workplace and we encourage all qualified candidates to apply, and to self-identify if they so choose. Due to the volume of submissions, we thank all who express interest in this position; only those selected for an interview will be contacted.*