

Front of House Assistant

About the Position

The successful candidate will supplement Magnus Theatre's Front of House operations by working in house management, bar, and box office on an as-needed basis. This position is ideal for a detail-oriented individual with the ability to multi-task, customer service experience, and a passion for performing arts.

Responsibilities

Bar

- Serve beverages and package food items to the public
- Preparation of bar sales reports
- Ensure bar operating and petty cash floats are maintained as per cash and control procedures
- Abide by all legislation relation to the City of Thunder Bay and the Alcohol and Gaming Commission of Ontario (AGCO) for operating a facility with a liquor license
- Ensure that the bar is maintained in a clean, safe, and orderly manner

House Management

- Supervise volunteers and oversee venue health & safety in absence of the Front of House Manager
- Aid in potential ticketing issues
- Liaise with Stage Management to ensure performances begin on time
- Coordinate 50/50 ticket sales and complete reports
- Be informed of and lead emergency procedures
- Conduct light housekeeping duties such as lounge and washroom cleaning on an as needed basis

Box Office

- Assist patrons via phone, and in person with ticket, merchandise, and gift certificate purchases

- Maintain a thorough product knowledge to answer inquiries
- Handle cash, debit, and credit card payments and maintain a balanced till

Qualifications

- Strong interpersonal skills
- Smart Serve Certified
- Excellent written and verbal communication skills
- Knowledge of the not-for-profit environment preferred
- Appreciation of the performing arts
- Ability to work within and maintain a highly effective and positive team culture
- Experience working with CRM database systems an asset – Knowledge of Spektrix is an asset

Further Information

This is a casual position averaging 5-15 hours a week dependent on organization needs, and the successful candidate will work onsite in Thunder Bay, Ontario to grow Magnus Theatre alongside our vibrant, team-oriented staff. Shifts will take place evenings and weekends around show and rental performances.

The compensation package includes an hourly rate of \$18.00.

Application Process

If you feel that you could make a meaningful contribution in this role, please send a cover letter and resume in a single PDF file prior to Friday May 1st to executivedirector@magnustheatre.com

Magnus Theatre is committed to equity, accessibility, and creating a safe and healthy workspace. If you require any accommodations during the recruitment process, please let us know alongside submission of your application.

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



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