



## **Assistant Front of House Supervisor**

**Competition: 25-01**

**Posted: June 18<sup>th</sup>, 2025**

**Title:** Assistant Front of House Supervisor

**Department:** Front of House

**Position:** Casual, Union (IATSE Local 168)

### **General Statement of Duties:**

Reporting to the Managing Director or designate, the Assistant Front of House Supervisor shall be responsible for delivering excellent customer service to patrons of the theatre through volunteer and front of house resources. The Assistant Front of House Supervisor works collaboratively with Ticket Centre and Technical staff during shows.

### **Supervision:**

The Assistant Front of House Supervisor shall report to the Managing Director or designate and must be able to work independently with minimal supervision.

### **Typical Duties & Responsibilities:**

The duties shall include but are not limited to:

### **Events & Volunteers:**

- Supervise volunteers during events
- Reconcile floats and balance concession and merchandise revenue
- Have a comprehensive understanding of the BC Liquor Control and Licensing Act and BC Gaming regulations, and ensure that all staff, volunteers, and renters are operating by these policies
- Coordinate event logistics and implement any changes during events
- If required, liaise with ticket centre clerks, technical staff, tour managers, artists, and volunteers at the beginning of each event to ensure the smooth operation of all performances, including start times and intermission lengths
- Troubleshoot any audience services issues that may arise during an event or performance and document said issues in the Front of House Report
- Supervise and coordinate all aspects of the concession, 50/50 draws, coat check, and merchandise sales
- Prepare concession reports, front of house summaries, timesheets, and attendance reports for each event

- Ensure attendance, liquor and concession sales, 50/50, merchandise sales, coat check, and tips are recorded into Theatre Manager and generate all necessary reports
- Work with volunteers and FOH staff to assist with event set ups and strikes
- Ensure merchandise commission, volunteer handbook, volunteer contact sheet, and volunteer signup sheets are filled out for each event

**Other:**

- Support Ticket Centre staff as needed
- Attend meeting and professional development opportunities as requested
- Comply with all Tidemark policies and safety procedures

**Qualifications:**

- Minimum Grade 12 education
- Possess a demonstrated ability to organize multiple tasks, set priorities, meet deadlines and work under time constraints
- Self-starter; able to take initiative and be proactive
- Team oriented, flexible, and adaptable to change
- Excellent communication and organizational skills
- Customer service oriented
- Familiar with Microsoft Office and Outlook
- Knowledge of liquor licensing and BC Gaming regulations
- Excellent administration and communication (verbal, writing) skills
- Ability to problem-solve and multitask
- Level 1 First Aid and Serving It Right required
- Valid BC Driver's License
- Criminal Record Check required

**Classification:** Casual, Union (IATSE Local 168)

**Schedule:** generally afternoons, evenings, and weekends

**Compensation:** \$25.93/hour; 4% vacation pay; 5% in lieu of stat holidays (as per Collective Agreement)

**Probationary Period:** 20 shifts or 80 hours, whichever is shorter

**Closing Date:** Open until position filled.

Please email your resumes to:

Tidemark Theatre  
1220 Shopper's Row  
Campbell River, BC V9W 2C8  
E: [humanresources@tidemarktheatre.com](mailto:humanresources@tidemarktheatre.com)

We thank you for your interest; however, only applicants selected for an interview will be contacted.

*Note: In order to be considered, applications must include a cover letter and resume outlining experience and qualifications relative to the position.*