



**Front of House Supervisor
Regular Part Time**

Competition 25-08

August 25, 2025

General Statement of Duties:

Working collaboratively with Volunteers, Front of House Assistants, Ticket Centre Clerks, and Technical Staff, the Front of House Supervisor shall be responsible for coordinating volunteers and concessions, as well as delivering excellent customer service to patrons of the theatre through volunteer and front of house resources.

Supervision:

The Front of House Supervisor shall be responsible for reporting to the Operations 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:

- Liaise with rental clients when necessary to determine volunteer and other FOH requirements
- Prepare Event Logistics for Front of House staff, including relevant information to be communicated to volunteers
- Communicate and disseminate logistics to relevant staff for each event
- Coordinate events such as Volunteer Orientations, Volunteer Appreciation Party, Christmas Party
- Recruit, schedule, train, and evaluate volunteers
- Communicate with the volunteer base, including preparation of regular email newsletters
- Track volunteer contact information, hours, membership status, Criminal Record Checks, and Serving It Right certifications for all volunteers and follow up as necessary
- Supervise and resolve all volunteer issues as they arise
- Update the volunteer handbook as policies and procedures change
- Maintain the volunteer rewards and incentive program and update as needed
- Supervise volunteers during events
- Coordinate event logistics and implement any changes during events
- Liaise with ticket centre clerks, technical staff, tour managers, artists, security, and volunteers at the beginning of each event to ensure the smooth operation of all performances, including start times and intermission lengths
- Troubleshoot any issues that may arise during an event or performance and document any issues
- Supervise and coordinate all aspects of the concession, 50/50 draws, coat check, and merchandise sales
- Reconcile cash floats and deposits and prepare concession sales reports, front of house summaries, and attendance reports for each event
- Track attendance, liquor and concession sales, 50/50, merchandise sales, coat check, and tips and generate all necessary reports
- Work with volunteers to assist with event set up and strike
- Update and file all forms related to volunteers and events

Food & Beverage

- Generate monthly inventory reports
- Research stock options and pricing at other venues in BC

- Actively seek new revenue generating opportunities in the concession
- Order food and beverage for concession and artist hospitality
- Set up artist hospitality prior to artist arrival in green room for TTS presentations
- Set up tables in lobby as necessary for events
- Have a comprehensive understanding of the BC Liquor Control and Licensing Act, and ensure that all staff, volunteers, and renters are operating by these policies

Other:

- Maintain and perform record keeping duties as requested
- Attend meetings, professional development opportunities, and regional conferences as requested
- Ensure all FOH staff and Volunteers comply with all Tidemark policies and safety procedures

Qualifications:

- Minimum 3 years+ customer service experience required; previous experience in front of house an asset
- 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 about helping with various projects in and around the theatre
- Team oriented, flexible, and adaptable to change
- Excellent communication and organizational skills
- Customer service oriented
- Advanced knowledge in the use of Microsoft Office 365 and Outlook
- Advanced knowledge of liquor licensing and BC Gaming regulations
- Excellent administration skills
- Excellent communication skills (verbal and written)
- Advanced ability to problem solve
- Network with industry professionals an asset
- Level 1 First Aid and Serving It Right required
- Valid BC Driver's License
- Criminal Record Check required

Classification: Regular Part Time, minimum 20 hours per week, Union (IATSE Local 168)

Hours of Work: generally weekdays, with some evenings and weekends

Compensation: \$29.12/hour; 4% vacation pay; 5% in lieu of stat holidays (as per the Collective Agreement)

Probationary Period: 3 months

Closing Date: Open until position filled.

Please email your resume and cover letter to:

Tidemark Theatre
1220 Shopper's Row
Campbell River, BC V9W 2C8
E: 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.