

Front of House Supervisor - Part Time on Call

DEADLINE: Open until Filled

Kay Meek Arts Centre is a performing arts venue in the heart of West Vancouver. Every year KMAC presents a season of more than 50 concerts, plays, dance performances, films, speakers and other special events in the 500-seat Grosvenor Theatre and the intimate McEwen Studio Theatre. When not being used for its own presentations, the Kay Meek Arts Centre facilities are available for rent to arts and community groups, including West Vancouver School District (SD45). The combination of hosted, rental and SD45 shows means the facility presents more than 300 performances every year.

The values of the Kay Meek Arts Centre are **Learning, Leading, Welcoming**, and **Engaging**. We value diverse perspectives, experiences and cultures and are committed to inclusivity in our workplace.

WEBSITE: kaymeek.com

RESPONSIBILITIES

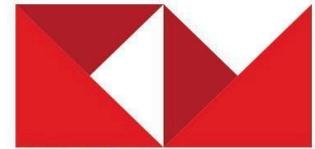
Reporting to both the Director of Venue Services and the Executive Director, this position is responsible for shift coverage during daytime and evening operating hours.

FRONT OF HOUSE DUTIES:

- Act as an ambassador for the Centre offering the highest quality customer service and professionalism
- Ensure the smooth running and timely start of all events presented at Kay Meek Arts Centre
- Liaise with Technical staff and when appropriate the Event Liaison to gather necessary event information
- Lead and supervise Kay Meek volunteers to help provide high quality customer service; assist in setting up, and overseeing the lobby activities
- Help resolve patron concerns; aid visitors and coordinate volunteer-ushers in the event of an evacuation. Provide first aid response as required
- Assist concession/bar as required
- Other duties as required

QUALIFICATIONS:

- Certifications: Serving it Right, First Aid Level 1
- 1 year of experience in Front of House duties in performing arts venues and/or applicable customer service experience.
- Experience with reconciling reports and inventory.
- Highly organized, reliable, detail oriented and self-motivated worker who is able to work independently, and has superior communication and people skills
- Ability to: work under pressure in a fast paced, reactive environment; work flexible hours including mornings, evenings, and weekends; motivate volunteers and staff in a friendly and outgoing manner.
- Strong Computer skills; experience in ticketing software and event management software is an asset.
- Experience working with, and/or overseeing volunteers is an asset.



**KAY
MEEK
ARTS CENTRE**

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West Vancouver, B.C.
V7V 2G7

Box Office: 604.981.6335
Administration: 604.981.1170
KAYMEEK.COM

HOW TO APPLY:

Please submit cover letter and resumé as PDF or Word document, BY EMAIL ONLY. Kay Meek Arts Centre Email: becky@kaymeek.com *Please note the position title in the subject line*

REMUNERATION: \$20 per hour