



**The Citadel Theatre**, one of Canada's largest and busiest professional, not-for-profit theatre companies and facilities, is looking for reliable, customer service oriented individuals to provide leadership in our Guest Services Department as part-time

### **FRONT OF HOUSE SUPERVISOR**

Reporting to the House Manager, Front of House Supervisors:

- Ensure the smooth and efficient seating (and orderly departure) of the public at performances and events
- Ensure the highest possible level of customer service from all Front of House staff and volunteers
- Establish positive and nurturing relationships with our volunteers; oversee ushers – schedule, train, and ensure they are properly located per shift.
- Troubleshoot any problems that may arise.
- Liaise with Box Office and Stage Management to coordinate seating and performance cues at curtain and intermission
- Ensure the safety of all theatre patrons while inside the building or on theatre grounds; Have a thorough knowledge of fire regulations, safety regulations, and make all staff aware of these regulations and operate all front of house functions abiding by these regulations
- Regulate the entry of latecomers and control disruptive patrons; and ensure the return of all patrons after intermission
- Prepare daily reports: show reports, sales reports and ticket stub count.

### **JOB REQUIREMENTS:**

- Available to work flexible hours and be available weekends and evenings (This position will have mainly weekend and evening hours.)
- 2 to 3 years of customer service experience
- Post-secondary education
- Ability to thrive in a fast-paced, very busy environment
- Excellent verbal and written communication skills
- Ability to problem solve and think on your feet
- Leadership skills

The number and length of Supervisor shifts vary based upon our show and rental schedules and needs.

### **Please forward your resume by email to:**

Neil Le Grandeur, House Manager  
[nlegrandeur@citadeltheatre.com](mailto:nlegrandeur@citadeltheatre.com)

The Citadel Theatre is an equal opportunity employer. Thank you for your application but only those persons chosen for interviews will be contacted.