

FRONT OF HOUSE MANAGER

DOXA Documentary Film Festival, produced by The Documentary Media Society, is a community-oriented arts organization that premieres Canadian and international documentaries to Vancouver audiences during an annual 11-day festival, along with year-round programming. We are seeking a dynamic individual who is interested in working in a busy, energetic, film-loving environment to fill the position of Front of House Manager. All applicants must have the ability to work independently within a team setting.

Contract: May 1 - May 15th, 2022

JOB DESCRIPTION:

Reporting directly to the Box Office Coordinator and Operations Manager, the FoH Manager will assist with all aspects of managing the front of house during in-person festival events.

The Front of House Manager is responsible for creating the best experience possible for patrons. In order to execute this duty, you must maintain a friendly, helpful and professional attitude, and be knowledgeable about all areas of Audience Services. The Front of House crew will be the patrons' first encounter within the theatre, and it is imperative that this be a positive encounter.

Responsibilities include but are not limited to:

- Oversee and manage the front of house for film events for the 2022 Festival and work with the Volunteer Services and Operations for training of onsite Audience Service Volunteers
- Ensure the rental spaces are clean and presentable and monitor patron satisfaction during events
- Communicate and enforce any applicable by-laws or venue related policies and health and safety procedures
- All procedures relating to cash handling must be strictly followed in order to ensure transactions are accurately recorded.
- Manage volunteer attendance and onsite training daily
- Work alongside Box office staff, Volunteers, Venue staff, DOXA staff and board
- Prepare post event reports each festival day
- Introduce films from scripts
- Follow the set-up and tear-down procedures for each event
- Attend staff meetings as required

Successful applicants will have or acquire in the position:

- Dependable, with a strong work ethic and passion for documentary film and the arts
- Exceptional customer service skills and people skills
- A degree in the arts and/or similar service-oriented industry is an asset
- Strong leadership skills and experience overseeing personnel and volunteers during events
- Able to adapt to change in a fast-paced work environment and to learn new skills quickly
- 1-2 years of experience in Front of House procedures and safety standards for theatres/ events or applicable experience
- Highly organized, reliable, detail oriented and self-motivated worker who is able to work without supervision, and has superior communication and people skills
- Have a positive attitude and an ability to tackle problems head on
- Available to work weekends and evenings with a flexible schedule
- Demonstrate effective written and verbal communication skills, well organized and efficient time management skills
- Ability to work calmly under pressure and troubleshoot unexpected situations
- Must be physically able to lift 40lbs
- Serving it Right and Occupational First Aid level 1 is an asset

Do you possess a passion for the arts and a knack for working with the public? If the answer is yes, and you thrive in a flexible and creative environment, we want to hear from you! We strongly encourage applicants with lived experience, from Indigenous communities, people of all races, ethnic origins, religions, abilities, sexual orientations and genders to apply. Successful applicants must be fully vaccinated against COVID-19.

HOW TO APPLY:

Please submit a cover letter and resume, including references, to: hr@doxafestival.ca, attn: Gina Garenkooper, Volunteer Services and Operations Manager.

REMUNERATION: \$19.50



**DOCUMENTARY
FILM FESTIVAL**

T: 604.646.3200

E: info@doxafestival.ca