

Western Canada Theatre (WCT) is searching for Part-Time/Casual **FRONT OF HOUSE STAFF** to support our venue operations at the Sagebrush Theatre, Pavilion Theatre, and Kelson Hall. Our House Staff are among the first staff our patrons meet and are ambassadors for our venues, WCT and our rental clients. Staff work in our lobbies, at our concession/bar, and with our volunteer usher team.

Our House Staff ensure excellent patron experiences by:

- Providing excellent customer service to our patrons in every interaction, including at the Bar/Concession, Merchandise table, or wherever assigned.
- Working alongside other staff & volunteers to keep our facilities safe, clean, professional, and welcoming.
- Liaising with rental clients, patrons and external stakeholders to meet needs and expectations, ensuring a smooth & successful event.
- Assisting with setup, teardown and the running of special events.
- Complying with applicable food, liquor and safety regulations as well as safe work procedures.
- Undertaking other tasks as directed by the House Supervisor or Manager.

Ideal Experiences and Skills

- Outstanding collaborator and team player – with a positive attitude and problem-solving focus.
- Able to handle intense, stressful or emergent situations with grace, good humour, excellent communication & strong conflict resolution skills.
- A passion for the arts, in all its forms (theatre, music, dance, educational, etc.)
- Maintains a professional appearance and demeanor at all times, punctual and reliable.
- Previous experience an asset: managing cash & receipts, food/beverage, working with point-of-sale systems, previous sales or customer service experience, or similar.
- Also an asset: Foodsafe Certification, Emergency First Aid Level 1

Position Details

- This is an **ongoing, part-time, casual position** with a variable schedule and no minimum hours. **Flexibility is essential** as shifts are scheduled 3-4 weeks ahead of time and are based on venue bookings with most shifts on weekday evenings, or on weekends. Our venues are particularly active between September and June each year.
- The role is based in **Kamloops, BC**, primarily at the Sagebrush and Pavilion Theatres
- Wage is **\$17.40 per hour**.
- New hires are subject to the following **conditions of employment**:
 - Must be able to **legally work in Canada**.
 - Are required to be **fully vaccinated against COVID-19** prior to the start of employment and may be required to provide WCT with proof of vaccination upon request.
 - Must provide a recent & clear **police information check**.
 - Must have already received their **Serving it Right** certification.
- Due to the volume of submissions, we thank all who express interest in this position; only those selected for an interview will be contacted.

Please express your interest by sending a **cover letter, resume, your availability & two professional references** to:

Skylar Nakazawa, Venue Services Director

skylar@wctlive.ca

Submissions will be reviewed starting **July 29, 2024** and will continue until the roles have been filled. We thank all who express interest, however, only those selected for an interview will be contacted.

About WCT

Western Canada Theatre tells our stories on the traditional & unceded territory of Tk'emlúps te Secwepemc, whose people are the traditional stewards of this land.

Since 1975, Western Canada Theatre has been producing innovative, entertaining, and educational theatre for audiences in Kamloops, throughout BC's Southern Interior, and across Canada. We have grown into one of the largest producing theatres in BC and have had a remarkable impact on the national theatre landscape: producing premieres of important new Canadian and Indigenous work, training some of Canada's finest theatre professionals, and showcasing our work and our artists across the country through touring and co-productions. We manage & operate the 700-seat Sagebrush Theatre, the 150-seat flexible configuration Pavilion Theatre, as well as our producing shops, storage & touring operations. For more information, please visit us at wctlive.ca

Equity, Diversity & Inclusion Statement

Western Canada Theatre is committed to diversity in the workplace and we encourage all qualified candidates to apply, and to self-identify if they so choose. We hope to receive applications from candidates with a broad range of backgrounds including, but not limited to: race, ethnicity, indigeneity, gender, gender-identification, sexual orientation, class and physical ability (though our office is currently on a second floor, and as such not wheelchair accessible). We are a parent-friendly workplace, with several parents on staff. We invite anyone with access needs or requiring accommodation in the application process to contact the Managing Director.

Safe & Respectful Workplace Statement

Western Canada Theatre is committed to the creation of a respectful work environment and supports those who have experienced or witnessed toxic behaviours. We stand up against behaviour that undermines the dignity or self-esteem of any individual, or which creates an intimidating, hostile or offensive environment. We invite all our Artists and Staff to partner with us in speaking up against harassment and standing together in addressing problems when they arise.

About Kamloops

Kamloops is our home and is a great place to live and work. We offer you the opportunity to thrive in a city that boasts a reasonable cost of living, gorgeous terrain, active lifestyle, and, of course, the sunny weather of BC's Southern Interior. For more information, visit Kamloops.ca