

Job title	Front of House Supervisor
Reports to	<i>Al Green Theatre Booking Coordinator</i>
Department	<i>Bookings</i>

Job Purpose

A member of the front of house team, the Front of House Supervisor is responsible for the overall customer experience of the clients, patrons and guests of the Al Green Theatre. The Front of House Supervisor’s primary function is to oversee the front of house staff while on shift, liaise with theatre clients and technical staff to ensure the smooth execution of events, uphold theatre policy and procedure, and to ensure the overall safety of the patrons.

Primary Duties and responsibilities

Supervise usher and box office staff during events

- Review event brief with all staff on duty
- Assign usher positions
- Delegate tasks
- Schedule staff breaks
- Uphold staff policies
- Oversee box office operation for events sold through the Al Green Theatre Box Office
- Address and assist with accommodation requests, feedback or concerns

Patron Safety

- Lead emergency evacuations
- Lead lock down procedures
- Lead blackout procedures
- Administer first aid as necessary

Represent Management of the Al Green Theatre

- Remain onsite during events
- Uphold building policy
- Liaise with MNjcc security, facility and cleaning staff
- Enforce code of conduct with all guests and clients
- Field patron/client concerns or complaints

FOH Supervisor Job Description

Customer Service / Patron Management

- Inform patrons of theatre policies
- Resolve conflicts that may arise
- Address questions and concerns

Liaise with Clients

- Check in with client upon arrival
- Ensure the front of house needs of the client are met (lobby set up, reserved signs, distribution of programs/marketing materials, etc.)

Liaise with AGT Technician on duty

- Check in upon arrival for updates on issues that may concern FOH (performers entering/exiting the house; FOH seating require for the production)
- Communicate via radio about opening and close the house

Write Reports

- Write detailed FOH event report for each shift (including information on event; staff hours, behaviour and punctuality; patron count; cleanliness of theatre; any other relevant areas)
- Write and file detailed incident reports as required (i.e. injury, theft, harassment)

Secondary Duties and Responsibilities

Team Management

- Support team members
- Encourage a strong team morale

Train Staff

- Train ushers and volunteer ushers if the AI Green Theatre Bookings Coordinator is unavailable
- Brief FOH on staff on new policies and procedures when required

Manage Lobby Set Up

- Adhere to fire code
- Ensure set up does not impede other MNjcc activities
- Ensure client needs are met
- Ensure optimal traffic flow

Maintain the cleanliness and integrity of the AI Green Theatre

- Ensure garbage is picked up and dispose of before and after the event (in the seating and/or lobby area)
- Report immediate cleaning needs to the cleaning staff on duty
- Report overall recurring cleaning concerns to AGT Bookings Coordinator
- Ensure unexpected spills are cleaned up in a timely fashion

Assist with minor stage set ups/announcements

- Set/remove podium and microphone
- Set/remove Q & A chairs
- Make announcements on behalf of the client or as AGT policy requires



The MNjcc is committed to accessibility for people with disabilities. Please let us know in advance if you have any particular accommodation needs. Contact: inclusion@mnjcc.org; (416) 924-6211 x330



The Miles Nadal Jewish Community Centre is a dynamic hub in downtown Toronto. We provide opportunities for people of all ages and backgrounds to be active, to learn, to connect and to participate in a wide range of cultural experiences. Rooted in Jewish values, the MNjcc is open to all.



FOH Supervisor Job Description

Monitor stage/backstage access

- Ensure speakers/performers are assisted up and down the stairs as needed
- Ensure only authorized personnel enters the backstage area
- Direct performers through the stage door

Financial Responsibilities

- Responsible for the counting and confirming of cash deposits for sales through the Al Green Theatre Box Office

Bona Fide Occupational Requirements

N/A

Qualifications

- Experience in customer service/front line public relations is required.
- Experience in theatre/special events is required.
- Supervisory experience is required.
- First Aid & CPR certification is required (training will be provided).
- Human Resources training as mandated by the Ontario Government (training will be provided).
- Ability to remain calm under pressure
- Quick problem solving skills
- Thrives in a fast paced environment
- Strong leadership skills
- Strong logistics skills
- Good oral and written communication skills, including the ability to accurately interpret and summarize information in a clear and concise manner.
- Ability to legally work in Canada/Ontario/for the MNjcc
- Clear/no relevant information from a VSS check/Criminal Reference Check

Working Conditions

- Fast-paced work environment
- Shift work
- Late hours may be required

Physical Requirements

- Ability to stand for long periods of time
- Ability to climb stairs
- Ability to carry up to 30 lbs



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FOH Supervisor Job Description

Competencies

- Team player
- Adaptable
- Ability to take initiative

Direct reports

- Front of House Ushers on duty
- Box Office Representatives on duty

Approved by:	
Date approved:	<i>April 21, 2017</i>
Reviewed:	<i>April 21, 2017</i>
Employee Signature:	
Date Signed:	