

Job Description



| | |
|-------------------------|---|
| Job Title: | Event Services Supervisor |
| Employee Status: | Part-time, casual, including evenings & weekends |
| Reporting to: | Event and Concession Manager |
| Liases with: | Senior Managers, Theatre Technical staff, Rental clients, patrons, volunteers |

The ACT Arts Centre (The ACT), located in the community of Maple Ridge and part of the Greater Vancouver Regional District (GVRD), is the leading provider of engaging, vibrant and excellent Arts Programs, Gallery Exhibitions and Performing Arts Presentations for the growing communities of the region. Opened in 2003, the 486-seat theatre, 120-seat studio theatre and instruction studios are home to many cultural and community events, delivering an impressive array of diverse arts and cultural programming and activities to over 80,000 patrons annually.

Position Summary:

The **Event Services Supervisor** is the on-site leader of the Front-of-House operations for performances and events at the ACT Arts Centre and is responsible for coordinating and overseeing all event services, bar operations, and event staff, including volunteers.

Key Activities and Responsibilities:

- Responsible for the supervision of all services for Front of House for shows/events, including ensuring proper food safe procedures and all health and safety regulations are followed by all event staff.
- Coordinates event Food and Beverage services for departments, clients, artists, and patrons
- Responsible for generating daily show reports including inventory ordering and tracking, and accurate cash control
- Ensures adherence to department policy and procedures, including house control, concession display, patron services (merchandising, set up configurations, lottery license verification if required, no outside food or drink etc.) and all emergency procedures are followed by staff, clients, patrons and artists (if required).
- Performs other duties as assigned by the Assistant Operations Manager or designate

Knowledge, Skills, and Abilities:

- Ability to plan, assign, check, supervise, schedule, and participate in the work of and training of a moderate sized group of part-time staff and volunteers
- Excellent written and spoken English language skills required, other languages an asset
- Post-secondary education with a focus on hospitality, food services, volunteer management
- Experience working in customer service, Theatre Front-of House, hospitality or restaurant services required
- Working knowledge of Microsoft office software
- Knowledge of POS systems - Square and ticketing system an asset
- Highly organized team player with excellent interpersonal and multi-tasking skills
- Flexibility with a work schedule that includes evenings and weekends

Required Licenses, Certificates and Registrations:

- Serving it Right Certification
- Food Safe (preferred)
- First Aid
- Criminal record check with vulnerable sector

Compensation: hourly, \$20.60/hr, + vacation pay

How to Apply: Please submit a cover letter and resume via email with the subject line "Event Supervisor" to humanresources@mract.org.

Three professional references will be required of the successful candidate.

No phone calls please – only those short-listed for interviews will be contacted.

We wish to thank all those who apply. Please view our website for future job postings.

The Maple Ridge and Pitt Meadows Arts Council and ACT Arts Centre is committed to upholding the values of excellence, equity, diversity, and inclusion in our visual arts, performing, learning, volunteering, and work environments. We welcome applicants who will work respectfully and constructively with differences among a broad spectrum of employees and members of the community.