

THE IMPROV CENTRE IS HIRING!

BARTENDER (casual)

The Vancouver Improv Centre Society (The Improv Centre) is one of Vancouver's leading and best-known improv theatre companies. The Improv Centre (TIC) was originally established as a British Columbia registered Society under the name The Vancouver Theatresports League in 1981. It was founded to promote, develop, maintain and present improvisational theatre productions and presentations to local and visiting audiences in Vancouver. The Improv Centre office and 186-seat theatre are located on Granville Island.

We value integrity; diversity and inclusivity; artistic excellence; safety; commitment to continuous development and evolution; collaboration, partnerships, engagement and outreach; acknowledgement and action; fun and play!

OVERVIEW: Reporting to the Manager on Duty and the Theatre Operations Manager, the Bartender is responsible for excellent customer service through the service of selling liquor, snacks, and other beverages at the bar. The successful candidate works well in a fast-paced environment, has brilliant time management, interpersonal, communication, and human resources skills. Experience in non-profit, charitable arts organizations is an asset.

QUALIFICATIONS (include but are not limited to):

- A valid Serving it Right certificate
- A minimum of 1-year bartending experience
- Exceptional customer service with outstanding people skills
- Proficient computer skills and experience with POS systems
- Works collaboratively and independently
- Ability to problem solve under pressure
- Ability to work with volunteers
- Ability to lift up to 20 kg
- Must be available on weekends
- Excellent verbal and written communications skills

ROLES & RESPONSIBILITIES (include but are not limited to):

- Opening / closing of the bar
- Oversee bar reconciliations
- Re-stock the bar and organize and operate work equipment
- Clean the bar, lounge and theatre
- Assist with inventory counts
- Prepare alcoholic and non-alcoholic beverages for bar and patrons

- Provide guests with a positive professional experience
- Interact with customers, take orders, and serve snacks and drinks
- Access bar customers' needs and preferences and make recommendations
- Comply with all food and beverage health regulations
- Answer questions about TIC including programming and upcoming shows
- Manage sales initiatives such as gift certificates and special promotions

HOURS: This is a casual position based on show shifts comprised of some daytime hours though mainly evenings and weekends depending on the show schedule.

REMUNERATION: \$16.75 per hour plus vacation pay less statutory withholdings. The Improv Centre offers a cost-shared, comprehensive benefits package for employees working 16 hours a week or more.

LOCATION: The Improv Centre on Granville Island, 1502 Duranleau Street

PROCESS & TIMELINE: To apply, please email your cover letter, CV, availability and 2 references to hiring@theimprovcentre.ca with "**Bartender (casual)**" in the subject line. This is a rolling application process; submissions will be evaluated as they are received.

The Improv Centre is committed to building a skilled, diverse workforce reflective of Canadian society. We hope to receive applications from candidates with a broad range of backgrounds including, but not limited to race, ethnicity, indigeneity, disability, gender, gender identification and sexual orientation. We are very interested in increasing diversity within our staff. A plurality of lived experiences and perspectives is important to us.

We thank all candidates for applying; however, we only have the capacity to contact those selected for an interview.

Thank you!