

THE IMPROV CENTRE IS HIRING! MANAGER ON DUTY (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 Front of House & Theatre Operations Manager (FOH&TOPSM), the Manager on Duty (MOD) oversees the front of house staff (bar, box office, volunteers) in the theatre during shows / events, and is responsible for providing leadership while on shift, and providing our patrons with an awesome TIC experience. They report any ideas, issues or concerns to the FOH&TOPSM in a timely manner.

QUALIFICATIONS (include but are not limited to):

- Exceptional customer service with outstanding people skills
- Experience in leading and training people
- A minimum of 2 years in customer service
- Proficient computer skills
- Working collaboratively and independently
- Experience in leading and managing staff and volunteers
- Ability to problem solve under pressure
- Experience in venue / facilities management considered a strong asset
- Excellent verbal and written communications skills
- Having a valid Serving It Right and basic First Aid considered an asset
- A passion for the arts and the non-profit sector

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

- Provide guests with a positive professional experience during their visit
- In collaboration with the BOA, approve of resolutions to patron issues such as comps, exchanges, waived fees, etc.
- Communicate with the Stage Manager to keep the show(s) running on time
- Provide leadership in emergency evacuation and first aid scenarios
- Open and close venue on programming nights safely and securely

- Send the FOH end of day report including attendance, bar sales, and patron issues at the end of a shift

HOURS: This is a casual position based on show shifts comprised of weekends and evenings depending on show schedules and daytime weekly hours as needed.

REMUNERATION: \$18.85 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 and 2 references to hiring@theimprovcentre.ca with “**MANAGER ON DUTY (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!