

Class No.:	
Original Date:	August 2022
Revision Date:	
Pay Group:	14

CLASS SPECIFICATION

BLUESHORE FRONT OF HOUSE ASSOCIATE

NATURE AND SCOPE OF WORK

This is new administrative and clerical work within the BlueShore Financial Centre for the Performing Arts at Capilano University, supporting the BlueShore programmed events, the School of Performing Arts department events, and overall University theatre events as well as external client theatre events within the community.

This position provides service to promoters by the efficient coordination of front of house activities and provides assistance, support and information to patrons and staff. Duties include Assessing and assisting the progress of pre, interval and post event details, guaranteeing the comfort and safety of the patrons throughout the publicly accessed areas, ensuring the BlueShore Centre conforms to Health & Safety, and Fire Regulations set out by Capilano University teams, directing and informing the volunteer ushers and monitoring lobby sales, providing guidance to concession staff and securing cash deposits. An incumbent in this position reports to the General Manager of the BlueShore Financial Centre for the Performing Arts.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Leads the staff and volunteer team to direct patrons safely through an evacuation.
- Ensures health and Safety regulations are maintained throughout the facility during events.
- Liaises with Technical Director and when appropriate, the event liaison to gather necessary event information.
- Supports and provides instructions to volunteer ushers to ensure the delivery of the highest standards of customer service to visitors to the Centre.
- Communicates event details and requirements to the staff and ushers.

- Manages shift schedules of ushers and assists in resolving customer complaints; Provides constructive feedback to the team and address performance issues on shift.
- Ensure that visitors comply with the relevant house rules.
- Ensures the venue is properly prepared prior to the arrival of guests including ensuring parking lots are open to the public and signage directing audience are placed and returned as appropriately needed; ensures that exit routes are clear of any obstructions by conducting pre-door checks.
- Aid visitors and guides ushers in the event of an evacuation, according to procedures and following instructions from the Technical Director.
- Supports and guides concession sales staff, concession volunteers and concession alcohol sales.
- Performs clerical duties such as generating nightly show reports, recording event attendance and other clerical duties as assigned.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the performing arts industry
- Ability to handle cash transactions, process orders and perform clerical tasks readily and to perform them in accordance with established procedures.
- Considerable knowledge of applicable rules, regulations and procedures which govern University and departmental activities, including office practices and activities.
- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to establish and maintain effective working relationships with, and provide customer service to, a diverse group of other employees, students, and the public.
- Ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations.

- Ability to maintain attention to detail with constant interruption.

REQUIRED TRAINING AND EXPERIENCE

- Completion of Grade 12
- Minimum two years of work experience in live events and handling cash transactions and coordinating a team of volunteers of 10 or more.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- Serving it Right Certification
- First Aid Level 1