

Klondike Institute of Art and Culture

(Operated by the Dawson City Arts Society)

Job Description: Front of House Manager for KIAC Winter Concert Series

Duration: Part-time + Casual Contract. 16 shows between November 19th 2020 and March 5th 2021.

Hours: 4 hours training (Nov 16 – 19) + 4 hours per show. Shows are scheduled for Thursday and Friday evenings.

Wage: \$20.00 an hour

Location: KIAC Ballroom

Reporting Responsibilities: The Front of House Manager reports directly to KIAC's Performing Arts Producer.

A. Summary

The Front of House Manager works closely with the KIAC's Performing Arts Producer and DCMF's Production Assistant, to perform "front of house" duties, ensure safety procedures are followed, and troubleshoot further event logistics as necessary. The challenging and rewarding nature of the work requires individuals who are highly responsible, organized, self-motivated and able to work cooperatively in a dynamic arts and cultural environment.

B. Scope of Duties and Responsibilities:

1. Event Set Up

- Discuss event logistics with KIAC and DCMF staff (includes any safety updates)
- Prepare PPE and hand sanitize stations
- Prepare event signage (safety and informational)
- Debrief event volunteers

2. Doors Open

- Greet public/audience and field any questions
- Communicate covid and other safety procedures to public + volunteers
- Verify tickets and track audience numbers
- Direct and seat audience members
- Manage crowds/ flow of traffic + manage physical accessibility of event

3. Event (1.5 hours)

- Liaise with KIAC + DCMF staff
- Manage door volunteers / ushers
- Ensure venue and audience adhere to all safety procedures

4. Event Tear Down

- Manage flow of traffic out of building
- Debrief with and thank volunteers
- Assist KIAC and DCMF staff in organizing and clearing the room

5. Reporting

- Fill out + submit event checklist

- Fill out + submit any incident reports (as needed)
- Fill out + submit feedback form (includes feedback on safety policies and procedures)

**This is an evolving position and duties/responsibilities may shift over time

C. Essential Qualifications

The candidate should demonstrate that they have some, or all, of the following:

1. Experience managing events or community programming.
2. Effective verbal communication skills.
3. Ability and experience in dealing with the public.
4. Excellent time management skills with the ability to work independently, as well as cooperatively, in a dynamic environment.
6. Ability to develop knowledge, skills and attitudes that lead to behaviour and communication that are both effective and appropriate in intercultural interactions and collaborations (aka, Intercultural Competence).