

Job Description: Front of House Event Manager

Term: Nov 20, 2021-May 30, 2022, with possibility for extension

Hours per week: casual

Hourly Wage: \$20/hour

Position Summary

Reporting to the Executive Director and working closely with the programming and administration team, the Front of House Event Manager is responsible for overseeing front of house logistics and implementing KIAC's health and safety policies during events, as well as creating a positive guest experience. The ideal candidate is a friendly, outgoing, and highly-organized problem-solver who can work cooperatively in a dynamic arts and cultural environment.

Scope of Duties:

- **Event Set Up**
 - Discuss event logistics and volunteer plan with KIAC staff or event organizers
 - Discuss any safety updates and Covid19 procedures with organizers and volunteers
 - Prepare PPE and hand sanitizer stations
 - Post event signage (safety and informational) as needed
 - Brief event volunteers
 - Assist event manager/organizers as needed
- **Doors Open**
 - Greet attendees and field questions
 - Communicate health and safety procedures to public and volunteers
 - Verify vaccination records and identification
 - Ticket taking/tracking using eventbrite
 - Direct and/or seat audience members
 - Manage traffic flow and physical accessibility of event
- **Event**
 - Work with programming and event staff to ensure that KIAC's health & safety protocols are being followed by attendees and organizers (i.e. covid protocols, food and beverage service, safer spaces policy)
 - Manage volunteers
 - Troubleshoot front-of-house issues that occur during the event
 - Ensure that the [Safer Spaces policy](#) is being followed and taking action any harm or risk of harm to anyone is observed by seeking additional support and intervening appropriately
- **Event Tear Down**
 - Manage flow of traffic out of building
 - Debrief with and thank volunteers
 - Sanitizing high touch surfaces as needed
 - Assist event organizers and staff in organizing, clearing and cleaning the room
- **Post-Event & Reporting**
 - Complete and submit event checklist
 - Complete and submit attendee list for contact tracing
 - Submit incident reports, as needed to KIAC administration.

- Restock event supplies as needed.
- Track hours and schedule using app

Essential Qualifications

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

- Must be legally entitled to work in Canada and over the age of 19 years;
- Must be available evenings and weekends;
- Should have prior event or hospitality experience;
- Have excellent interpersonal skills and ability to deal effectively with the public;
- Must participate in KIAC's Safer Spaces training;
- BARS-L and Food Safe training is an asset.