

Front of House Manager Decidedly Jazz Danceworks (DJD)

DJD is unique, and one of only a handful of dance organizations globally that is driven by a jazz mandate. We are a concert jazz dance company, constantly innovating and evolving the art form. We are also Calgary's largest dance school, offering a wide variety of classes for all ages and abilities, from beginner to professional. Our professional training program is designed for those aspiring to have a career in jazz dance.

In 2016 we opened the stunning DJD Dance Centre, which has become a dance hub in our city. We exist to contribute meaningfully to the future of jazz dance. Our community is wide and inclusive. We believe in human connection, personal expression, and the dignity of all people. We believe in dancing to music, with bent knees and movement in our torsos, we embrace improvisation, rhythmic sophistication, the individual, and the community.

About the Role

The Front of House Manager is responsible for managing and facilitating events at the DJD Dance Centre. Shift frequency is casual and fluctuates with event bookings. Upcoming opportunities are communicated by email approximately four weeks in advance. Front of House Managers report to the Venue Services Manager & Volunteer Coordinator.

About You

You are equipped with 1-3 years' experience managing staff and 1-3 years experience in hospitality industry. You have excellent communication skills, are passionate about the arts, and enjoy engaging with the public. You are successful in implementing a team-based approach and can remain calm under pressure

What You Will Do

- Engage in professional, proactive, and solution-based customer service with clients, staff, volunteers, and patrons, related to the event
- Liaise with the primary contact/Stage Manager for the duration of the event
- Ensure all AGLC, health, service, and labor standards are met
- Supervise and coordinate entire front of house team, including Event Service Assistants and volunteers
- Manage volunteer activity, including training volunteers
- Ensure policies and procedures of the Dance Centre are followed and that the information of such is relayed to all event staff
- Manage the operation of Food and Beverage sales for events
- Count and balance all food & beverage product and floats before service opens

- Assist in setting up the bar appropriate to the needs of the event
- Manage all event inventory as necessary
- Complete internal event reports
- Oversee facility housekeeping and general cleaning in all event spaces

What You Will Bring

- 1-3 years of management experience in a customer service or hospitality environment
- A Valid ProServe
- Commitment to working a minimum of 2 shifts per month
- Exceptional problem-solving skills, with the ability to think both creatively and strategically
- Experience with Square/cash management
- Event, theatre, performance centre experience an asset
- Bartending experience an asset
- The ability to work under pressure and coordinate numerous activities and groups of people who need to cooperate to achieve maximum efficiency and results
- Proficiency in a Mac-based environment and Microsoft Office and Adobe Creative Suite
- Excellent written and verbal communication skills
- Passion and knowledge about dance or performance arts

Additional Details

- Hourly wage of \$20-22 depending on experience, with prospect of earning bar tips
- Expected start date of September 2024
- This position will be worked on-site at the DJD Dance Centre located at 111 12 Ave SE Calgary, AB
- Part time employees will receive 4% vacation

Please apply to Chantal Snodgrass at csnodgrass@decidedlyjazz.com with a letter of interest and resume. If you require accommodations, or an alternate method of applying, please let us know. Only applicants selected for an interview will be contacted. Please reference "Front of House Manager" in the subject line.