

## ASSISTANT FRONT OF HOUSE MANAGER

**Job Type:** Contract

**Duration:** 6 weeks

**Hourly Rate:** \$18.00/hour

**Total Hours:** 180

**Anticipated Start Date:** June 15, 2026



HFTco is looking for an enthusiastic, motivated, energetic **Assistant Front of House Manager** to join our team. Reporting to the Senior Front of House Manager and Managing Director, this individual will be a core part of the team that supervises and coordinates all Front of House and Box Office operations for the 2026 **Hamilton Fringe Festival**. This role has dynamic scheduling, the Assistant Front of House Manager will work more hours during the festival dates (July 15-26, 2026) and fewer hours at the beginning of the contract, in consultation with supervisors. Some evenings and weekends required. A valid driver's license and access to a vehicle are a strong asset.

### **Job duties and responsibilities include:**

- Support the outreach, recruitment, and training efforts focusing on reaching volunteers working with disabilities, young people/students, new Canadians, senior citizens, citizens developing their English language skills, and those who face other socio-economic barriers to accessing cultural activities.
- Support scheduling the volunteer team with support from core staff.
- Assisting in the planning and overseeing of volunteer safety and well-being; identifying and implementing individual accessibility accommodations as needed.
- Help to build and manage the volunteer database.
- Organize the Volunteer Appreciation event with HFTco Board of Directors support
- Participating in and subsequently leading volunteers in the festival's health and safety procedures training and AODA customer service standards training.
- Assist in all front-of-house preparations leading up to the festival.
- Assist in selecting, supervising, and training our team of Venue Captains
- Act as a point of contact for Venue Captains during the daily operations for each venue's box office location during the 2026 Hamilton Fringe Festival; act as an on-site manager for Venue Captains, volunteer Box Office Assistants, and ushers at various venues.
- Assist ticket-buyers in troubleshooting any ticketing issues that may arise.
- Help to ensure devices and sales methods are effective, accurate, ready for use, and maintained throughout the festival.
- Help coordinate the Opening Night Kick-Off, under the direction of the Executive Director.
- Additional related tasks may be assigned at the discretion of the Sr. Front of House Manager and the executive team.

### **Professional Qualities and Skills:**

- Hardworking, organized, and motivated individual with a passion for community and live events.
- Excellent customer service skills and ability to communicate appropriately with volunteers, staff, artists, venue partners, and the public.
- Experience with event planning and logistics.
- Experience working with and recruiting team members and volunteers.

- Interest and/or experience in arts administration and management.
- Leadership skills and the ability to self-direct as well as work well with supervisors and peers.
- Excellent oral and written communication skills.
- Ability to problem-solve under pressure while maintaining a friendly demeanour.
- Ability to accommodate a schedule that will sometimes require work on evenings and weekends.
- Current AODA (Accessibility for Ontarians with Disabilities Act) certificate or willingness to complete free online training before June 1st.
- Experience working with cash or in a retail setting is an asset.
- Working knowledge of the Occupational Health and Safety Act.
- Valid driver's license is an asset.
- Valid first aid certification is an asset.
- Valid Smart Serve certification is an asset.

PLEASE NOTE that contract start date, total hours, and term duration may change subject to confirmation of program funding. Any changes will be communicated to successful applicants prior to hiring.

**To apply:** Please send a resume via email by April 20, 2026 to [info@HFTco.ca](mailto:info@HFTco.ca) with 'Assistant Front of House Manager' in the subject line and in the body of the email, let us know in a few sentences why this job caught your attention. Please attach your resume as a PDF using the following naming format: your first name\_your last name\_job title.pdf. Only email submissions will be accepted. While we thank all applicants, only those chosen for an interview will be contacted.

#### **About HFTco & Hamilton Fringe:**

Hamilton Festival Theatre Company (HFTco) strives to make theatre accessible to both audience members and theatre makers and is committed to fostering both the development of professional artists and an appreciation of the arts in the region. HFTco public arts programming includes the flagship 12-day unjuried Hamilton Fringe Festival, the community-embedded winter festival Frost Bites, and year-round Artist Development programs and public workshops.

Hamilton Fringe Festival is the Hamilton, Ontario's biggest, boldest 12-day performing arts festival, running July 15-26, 2026, activating indoor and outdoor locations across the city. Welcoming 50+ performance companies from the local, national, and international arts community, presenting more than 400 performances, the annual summer festival draws 17,000+ attendees and engages 150+ volunteers each year.

