

Job Posting: Front of House – House Manager

Hours: Part-Time/Casual/On-call

Compensation: \$21.00 – \$22.50/hour

Application Deadline: Applications open on a rolling basis to build a pool of qualified staff

Start Date: August 2026 or later

To Apply: Please submit a cover letter and resume to:
Mhiran Faraday, Director of Events, Partnerships, & Rentals
events.director[at]vcm.bc.ca

Located on the Ləkʷəŋən traditional territory, known today as the Songhees, Esquimalt, WSÁNEĆ (Tsartlip, Tseycum, and Tsawout) and Scia'new (Beecher Bay) Nations, the Victoria Conservatory of Music identifies equity, diversity, inclusion, accessibility, and reconciliation among its guiding ideals, and encourages applications from candidates of all identities and backgrounds.

Overview

Reporting to the Venues Manager, the Front of House/House Manager team is responsible for the smooth and efficient execution of events in the Victoria Conservatory of Music's venues, primarily the Alix Goolden Hall located at 900 Johnson Street and the performance space at 1411 Quadra Street.

Key Responsibilities

Front of House & Volunteer Management

- Act as an ambassador for the Conservatory/Alix Goolden Hall at public events.
- Provide high level of patron customer service.
- Ensure and maintain the comfort and safety of patrons throughout the event in conjunction with facility and event security.
- Facilitate/manage loading in of the house including patron customer service, scanning tickets, seating
- Complete post-event report.
- Assign, supervise, and manage on-site volunteers (ushers, production, concession, etc.).
- Ensure the rental space is neat and presentable, and monitor throughout the event.

Box Office/Cash Management

- For Donation only events, collect donations (cash and Square).
- For ticketed events, sell tickets through Box Office at Front Desk.
- Sell concessions at intermission (inventory tracking and reconciliation).
- Perform cash/credit handling, reconciliation, and deposit as per established procedure.

Event/Stage/Production Management

- Ensure accurate execution of event and advance details and logistics throughout event.
- Facilitate basic stage set up and changes throughout the event – accurate note taking, spiking, equipment moves (chairs, stands, mics, piano etc.).
- Basic operation of lighting board (house lights, presets, etc.) and PA set up (speaking mic, speakers, operation).
- Communication with artists for on-site production needs, performance and rehearsal timing (house open, start show, intermission timing), hall and room access.
- Other duties as required.

Strengths and Skills

- Extremely organized with a strong attention to detail.
- High level of professionalism with good judgement and discretion as well as the ability to communicate effectively and respectfully with a range of people from different backgrounds.
- Strong work ethic, combining energy and stamina.
- Understanding of and commitment to creating a work environment that is inclusive, diverse, equitable, and accessible.
- Ability to work calmly under pressure, trouble-shoot unexpected situations, multi-task, and manage multiple priorities.

Qualifications and Requirements

- Experience with Showpass (ticketing software) considered an asset.
- Strong background in customer service.
- Stage Management (music) and/or production experience considered an asset.
- Passion for the arts and commitment to the goals and values of the Conservatory.
- Experience working successfully and collaboratively with volunteers and staff.
- First aid training is considered an asset.

Other Requirements

- A criminal record check will be required for successful candidates.