



# JOIN OUR TEAM

WE ARE HIRING FOR:

## FRONT OF HOUSE STAFF

As part of the Front of House team at Werklund Centre, you report to the Front of House Manager on shift and the Associate Director, Event Services, serving as the first point of contact for patrons and visitors. You help create memorable experiences and ensure every guest feels welcome and supported.

You are a service-oriented professional with a passion for delivering world-class customer service. Charismatic and approachable, you handle guest needs with openness and understanding, contributing to a positive and inclusive environment.

From live performances to private events, every day is unique! This role contributes to supporting our clients and creating the best possible patron experience.



**Employment:** Part-time (Hourly) with flexible hours.

**Hours:** Evenings & weekends (with some weekdays) based on a schedule of shows and events

**Start Date:** ASAP

**Starting wage:** \$15

**Location:** Calgary (on-site)

**To apply, send your resume and cover letter to:**

[employment@werklundcentre.ca](mailto:employment@werklundcentre.ca)

**Closing Date: October 7, 2025**

### WHO WE ARE

Werklund Centre (formerly Arts Commons) is the steward of Western Canada's largest arts centre and the artistic and civic cornerstone of Calgary's downtown core that fosters the arts through live performance, educational opportunities, and artist development. For 40 years, it has been a key contributor to the social, economic, cultural, and intellectual life and well-being of Calgarians—a commitment that is being renewed through the Werklund Centre Transformation project, the largest cultural infrastructure project in Canadian history.

### Our Belief

That equitable access to the arts is a human right

### Our Responsibility

To redefine a bold and adventurous Calgary by championing and investing in creativity

### Our Mission

To be an inspirational force where artists, community and organizations celebrate cultural identities, experience the full breadth of human emotions, and ignite positive change

## WHAT WE OFFER

### Employee Promise

We cultivate a diverse community that encourages collaboration, connection, and empowerment.

On top of the excitement of working with a team of committed performing and visual arts professionals & enthusiasts at one of Canada's top performing arts facilities, Werklund Centre offers:

- A collaborative, engaging and values driven work environment
- Starting wage of \$15/hr
- Paid sick days benefit for hourly staff
- Access to discounted tickets to Werklund Centre Presents programming

## WHAT WE VALUE

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts. Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts, and arms.

## OPEN POSITION: FRONT OF HOUSE STAFF

### WHAT YOU WILL GET TO DO HERE

This position is part of the Client & Patron Services team which encompasses the entire Front of House operation at Werklund Centre and is comprised of ushers, door staff, coat check attendants and more!

Every day, you will immerse yourself in a creative and engaging environment, ensuring the safety of visitors and community members while supporting them throughout a variety of live performances and events to create an unforgettable experience for all.

With an established team approach to providing safety and service to our patrons, team members within this Front of House role will be responsible for front-of-house activities for all events in the Jack Singer Concert Hall and lobby, the Engineered Air Theatre, and occasionally other unique venues throughout the building or other Werklund Centre events.

### Where you fit within our ecosystem

This role works closely with the Event Services, Production and Stage Door Security teams. Front of House staff are part of the larger Client & Patron Services team within the Venue Operations department. This team is responsible for liaising with clients, booking events, providing Front of House services to ensure the smooth execution of events, and maintaining the day-to-day operations relating to Werklund Centre's venues and facilities. On the daily, Front of House team members will interact with members of the public, internal teams, Resident Companies and volunteers.

## YOU WILL BE A GREAT FIT IF YOU...

### Must haves:

- The ability to offer exceptional customer service to foster good relationships with clients and patrons
- A keen eye for detail
- Excellent time management skills to execute all tasks in an efficient manner and support with keeping performances/events running smoothly
- Ability to remain in a stationary position for prolonged periods of time
- Are comfortable greeting patrons in a friendly & polite manner, and assisting them in entering the venue, finding their seats, and exiting the venue
- Ability to work well in both a team setting and individually
- A passion for the arts!
- Applicants must be 18+ years of age
- Must be available to sign up for and work a minimum of three (3) shifts per month

### Nice to have:

- Ability to lift up to 25 lbs., an asset
- First Aid Certification and valid ProServe, an asset

If you are interested in applying to this exciting opportunity, please forward your resume (required) and cover letter (optional) in confidence to:

**Human Resources**

**Werklund Centre**

**205 - 8th Ave SE Calgary, Alberta T2G 0K9**

**Email: [employment@werklundcentre.ca](mailto:employment@werklundcentre.ca)**

*Interviews will be conducted on an on-going basis and the job posting will officially close when a suitable candidate is found. While we hope to fill this position as earliest as possible, our commitment to finding the right candidate may require more time*

*We thank all interested applicants in advance but will only be contacting those selected for an interview.*

*If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.*

### **Commitment to Inclusion, Diversity, Equity & Accessibility**

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process. To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

We strongly encourage applicants who identify as part of underrepresented groups, including women, people of colour and those with disabilities to apply. Even if your past experiences do not align perfectly with every qualification, we strongly encourage you to apply anyway! An excitement and passion for Werklund Centre can go a long way here, whether it's in this role or another