



**The Corporation of the City Of Brantford
Economic Development, Tourism & Culture Initiatives**

requires

Senior Front of House Staff – Job ID #2008

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our Work from Home arrangement. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Guest Services Team Lead, the part time Senior Front of House position is responsible for all public areas of the theatre during an event. Duties include, but are not limited to training and supervising all Front of House Staff and Volunteers with an active role in the recruitment process. Acting Duty Manager; opening and closing public areas; handling Client and Patron inquiries; problem solving; maintaining a healthy and safe environment. This position involves standing and walking for long periods of time and moderate lifting. Hours of work will vary depending on the event schedule and the seasonal demands of the theatre. Applicants must be available days, afternoons and weekends and accept a work schedule that varies weekly.

QUALIFICATIONS

- Applicants must have successfully completed Grade 12 or the equivalent
- A minimum of one (1) year experience in the customer service or tourism and hospitality field
- Applicants will know and understand all Health and Safety Guidelines
- Must have a valid Standard First Aid Certificate with Level C CPR
- Certification in Smart Serve and Safe Food Handling is required
- Knowledge of MS Office software and accurate data entry skills
- Applicants will have the ability to work effectively as part of a team, can handle multiple priorities and be committed to professionalism with a strong emphasis on customer service and communication skills

WAGE/SALARY RANGE: \$18.74 to \$23.42 per hour.

To apply on-line, please visit the City of Brantford website at <https://careers.brantford.ca/> and click on **Current Opportunities**.

Closing date for applications: **Thursday, April 4, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted. Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.