

Available Opportunity

House Manager

The Oshawa Little Theatre

Location: Oshawa, Ontario

Category: Customer Service - Food & Beverage

Organization: The Oshawa Little Theatre (OLT)

Position Type: Part time, hourly

Description

Oshawa Little Theatre provides an increasingly diverse audience and its theatre practitioners with consistently high-quality, excellent-value live performances, education and mentoring in an outstanding performing arts facility. For more than 60 years, with members as our base, our theatre has provided a community entertainment platform and developed theatrical talent of all ages, sharing with other theatre groups and our broader community, our immense experience, traditions and talent. We are committed to supporting our board members, members and staff with long-term strategic plans and management, financial stability, defined operating systems & procedures, and effective communication, to be an asset to our theatre community.

Oshawa Little Theatre is currently accepting applications for a House Manager. The primary duty will be to fulfill the regular front-of-house operations during performances, ensure exceptional service during performances, provide leadership for the theatre's front-facing services, and ensure the lobby is adequately prepared and staffed. This position will require availability for approximately 50 performances per year (plus rentals)

Duties & Responsibilities

Font of House Duties and Bar/Concessions Operations

- Be present at all performances and stay until close of the show; distribute 50/50 to the winner
- Oversee purchasing of bar inventories
- Lead the scheduling of FOH volunteers, in consultation with the Operations Manager and Membership, Patrons, and Volunteer Director
- Oversee nightly cash reconciliation from bar and 50/50
- Be Smart Serve-certified
- Ensure the bar is staffed
- Be First-Aid certified
- Fulfill the house supervision role during rentals

Customer Service & Box Office

- Be fully trained on all box office and ticket sales software and procedures
- Report directly to the Operations Manager and the Board of Directors to provide support and oversight of the Bar and Concession operations for all OLT productions, programs, and rentals.
- Relay patron issues and problem-solve where applicable, reporting to the Board of Directors or Operations Manager as required.
- Facilitate the turnover, reset, and tidying of the auditorium, rehearsal, and lobby before/after each performance
- Perform related sundry duties as assigned by the Operations Manager or Board of Directors

Qualifications & Attributes

- **OLT will cover/reimburse the cost of Smart-Service certification**
- Strong interpersonal skills to create a positive team atmosphere and provide superior service for patrons, staff, volunteers, and the Board of Directors.
- Good communication skills, both verbal and written.
- Effective organizational and time management skills; able to deal with multiple tasks and priorities efficiently.
- Solutions-focused problem solver with strong judgment, tact, and analytical skills.
- Able to work independently, demonstrate initiative and creativity, and act as a team player.
- Previous retail sales/cashier or bartending experience is an asset.
- Punctual, flexible, and available for weekday, weekend, and evening shifts as required.

Honorarium: \$25 per hour plus potential end-of-season bonuses

Please apply (brief statement of interest and resume) to President@oshawalittletheatre.com by October 31, 2026