



LOVE THE ARTS? JOIN THE ISABEL TEAM AS A FRONT OF HOUSE ASSISTANT!

The **Isabel Bader Centre for the Performing Arts** is seeking enthusiastic casual staff to join our team as **Front of House Assistants** for performances and events during the 2025-2026 season. Positions are limited.

- + Available shifts will vary, but applicants must be available to work a minimum of **4 to 8 shifts each month**
- + Must be available for **mandatory** training hours on **Saturday, September 6, 2025** from 8:30 AM – 3:00 PM.
- + Shifts are generally scheduled for evenings and weekends but may also include mornings and afternoons. Each shift typically lasts between 3 to 5 hours.
- + Uniforms are required and provided.
- + This position's pay rate is \$17.50/hour.

Job Description:

Front of House Assistants will work events at the Isabel in various roles such as **ushers, coat check attendants, and event setup runners**. Exceptional performance may lead to opportunities to work as **merchandise attendants**.

Responsibilities Include:

- Acting as an Ambassador for the Isabel
- Demonstrating knowledge of the Isabel's season performances
- Enforcing Isabel policies assertively, professionally, and courteously
- Checking/scanning tickets and seating patrons
- Greeting and assisting patrons
- Assisting with event setup and strike
- Setting up tables and parking lot signage weighing up to 18 kg (40 lbs.)
- Checking coats
- Leading safe evacuations in case of emergency
- Being familiar with the building and diverse events/programming
- Assisting patrons in need of First Aid and CPR
- Handling cash, POS systems, filling forms, and reconciling floats (merchandise attendant)

Required Qualifications:

- Customer service skills with 1+ years of related work experience
- Strong problem-solving skills, proactive approach, and ability to work independently
- Friendly, approachable, professional, and positive disposition
- Passion for the arts and programming at the Isabel
- Excellent communication skills
- Strong attention to detail
- Basic computer and internet skills, with the ability to regularly receive and respond to emails
- Ability to remain in a stationary position for 50% of the time
- First Aid/CPR certification (note date of expiration), a course will be provided if required
- Successful applicants will be required to take Queen's online Accessibility for Ontarians with Disabilities Act (AODA), diversity, and cybersecurity courses
- Cash handling experience is an asset

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How to Apply

Application Deadline: **Sunday, June 29, 2025** at 11:59 PM.

Please submit a **brief resume** detailing your relevant work and volunteer history for this position, along with a **cover letter** addressing the following points:

1. **Your interest** in working at the Isabel, including your pertinent skills, qualities, and additional experience that you would bring to the performing arts centre.
2. Indicate if you have current **First Aid and CPR** certification or are willing to obtain it.
3. Your general **availability**, noting any regular days/times you would not be available for shifts.
4. Confirm if you are **legally entitled** to work in Canada.
5. Provide your contact information, including phone and email address.
6. Submit a **MAXIMUM 2-page** application as a single PDF via email to: IsabelWork@queensu.ca.
7. Use the subject line: **Front of House Assistant 2025/26 - Your Name**.

Note: Applications that do not follow these instructions will not be considered.

The Isabel thanks all applicants for their interest. **Only candidates considered for an interview will be contacted.**

The University invites applications from all qualified individuals. Queen's is committed to employment equity and diversity in the workplace and welcomes applications from women, racialized/visible minorities, Indigenous Peoples, persons with disabilities, and 2SLGBTQI+ persons.

The University provides support in its recruitment processes to applicants with disabilities, including accommodations that consider an applicant's accessibility needs. Candidates requiring accommodation during the recruitment process are asked to contact Daniel Pauley, Front of House Manager at IsabelWork@queensu.ca or 613-533-6000 ext. 77230.

