



Front of House Associate

Casual 0 – 40 hours/ week

Shifts include days, **evenings, weekends, and occasional holidays.**

\$18.58 - \$ 23.22 / hour

Shift premium: \$1.35 paid if worked after 5:00 p.m. and before 7:00 a.m. daily

At the City of Leduc, our mission is People. Building. Community. We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect and Leadership guide our conduct and contribute to a healthy culture. If you would like to work as part of a progressive organization and enjoy a fast-paced environment, then this may be the opportunity for you.

Come work with us!

The Maclab Centre for the Performing Arts is Leduc's premier venue for arts, culture, and community events. Our team is committed to creating exceptional guest experiences and fostering a welcoming and inclusive environment for all patrons. If you're passionate about live events and enjoy providing excellent customer service, we invite you to join us!

What is the Opportunity?

We are currently hiring Front of House Associates on a casual basis to support events and performances at the Maclab Centre. Reporting to the Administration & Audience Services Coordinator, you will be the key point of contact for guests, ticket holders, volunteers, and rental clients.

What will you do?

As a Front of House Associate, you'll be the friendly face of the Maclab Centre for the Performing Arts, helping ensure every guest has a safe, welcoming, and enjoyable experience. You'll take the lead in FOH operations during performances and events, balancing customer service with operational oversight. Your main responsibilities will include:

- **Delivering exceptional guest service** by greeting patrons, scanning tickets, resolving inquiries, and supporting accessibility needs
- **Leading FOH operations during events**, including supervising volunteers and maintaining a professional and welcoming environment
- **Managing box office duties**, such as selling tickets, processing payments, reconciling transactions, and supporting event ticketing needs using Ticketpro
- **Supporting event rentals**, acting as the main contact for clients when required, and ensuring front-of-house areas are prepared and client expectations are met
- **Promoting health and safety**, including executing emergency protocols, monitoring safety compliance, and leading pre-show safety briefings

In this dynamic, public-facing role, you'll play a key part in creating memorable experiences for audiences and guests, while contributing to a safe and inclusive arts environment.

Who you are?

You're a confident, customer-focused individual who thrives in fast-paced, people-centered environments. You bring a positive attitude, problem-solving mindset, and the ability to lead with professionalism and poise.

- High School Diploma **(required)**
- Post-secondary education in hospitality, theatre operations, or customer service **(asset)**
- Valid Class 5 Driver's License **(required)**
- CPR/AED certification (can be provided by the employer)
- Minimum 2 years of experience in customer service, hospitality, event operations, or a related field
- Cash handling and POS experience **(required)**
- Experience in a box office, performing arts venue, or customer-facing environment **(asset)**
- Comfortable using POS systems, ticketing software, or completing financial transactions **(asset)**
- Demonstrated ability to lead small teams or volunteers, or work independently in a service role **(required)**
- Strong verbal communication and conflict resolution skills
- Able to stay calm and effective in high-energy situations and adapt quickly as needed
- Knowledge of the Leduc community or existing local relationships **(asset)**

What we Offer?

At the City of Leduc, we believe in supporting a flexible, people-first workplace that values your time and talent. Here's what you can expect:

- **Competitive Hourly Pay:** \$18.58 - \$ 23.22 /hour based on experience and qualifications.
- **Shift premium:** \$1.35 paid if worked after 5:00 p.m. and before 7:00 a.m. daily.
- **Flexible Scheduling:** Casual hours that align with event needs and your availability
- **Free parking**
- **Access to a City of Leduc recreation pass.**
- **Employee and Family Assistance Program (EFAP)** and a supportive, inclusive team environment
- **Growth Opportunities:** Ongoing support for training, mentorship, and development in arts and customer service

Important Notes!

- The successful candidate must be willing to provide a **Criminal Record Check – Vulnerable Sector and Child Intervention check** at their own expense.

Ready to Join Us?

If you're ready to be part of our growing arts and culture team and make a difference in our community, we'd love to hear from you!

Apply today by submitting your resume at: www.leduc.ca/careers

Competition closes at **11:59 pm (MT) on April 10th, 2026** .

Due to the high volume of resumes received, we are not able to respond to individual phone calls. This competition may be used to fill future vacancies at the same or lower classification level. We thank all applicants for their interest, however, only those selected for interviews will be contacted.