



# BUILD A CITY. BUILD A FUTURE.



## COMMUNITY SERVICES ASSISTANT 2 – FRONT OF HOUSE LEADER – SURREY CIVIC THEATRES

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.  
City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward.  
**Build a City. Build a Future at the City of Surrey***

### Scope

Surrey Civic Theatres (SCT) is looking for a Community Services Assistant 2 – Front of House Leader. This is a front-line position relating directly to customer service and relations, and public safety. This job includes communication and coordination with ushers, bar and concession staff, technicians, box office, and facility users and renters.

### Employment Status

Union - CUPE Local 402 – Auxiliary

### Responsibilities

- Act as the front-line representative for patron relations, customer service, and public safety during events.
- Provide on-shift direction and support to front of house staff, including ushers and bar/concession staff; lead pre-event briefings as required.
- Coordinate and communicate effectively with front of house staff, box office, technicians, facility attendants, and renters to support smooth event operations.
- Assist with pre-event facility inspections, lobby setup and strike, and overall front of house readiness.
- Welcome renters and provide routine front of house support in accordance with venue policies and procedures.
- Promote programs, services, and amenities offered at Surrey Civic Theatres.
- Support safe audience flow, including house opening, seating, and safe ingress and egress of patrons.
- Deliver pre-show announcements and promotional information about services and amenities, as required.
- Liaise with technicians, box office, front desk, and renters to ensure seamless event execution.
- Respond to patron concerns, incidents, and emergencies by following established procedures and escalating issues as appropriate.
- Complete post events and incident documentation in accordance with City and venue requirements.
- Performs other related duties as required.

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## Qualifications

Successful candidates will have:

- Completion of Grade 10, supplemented by at least two years of directly related experience.
- An equivalent combination of training and experience may be considered.
- Current Emergency First Aid with CPR/AED certificate.
- Serving It Right Certificate is considered an asset.
- Food Safe Certificate Level 1 or higher is considered an asset.

## Other Information

Paygrade Schedule: Schedule D

Hourly Rate: \$25.54

Applicants under consideration will be required to consent to a Police Information Check/Vulnerable Sector Check.

Successful applicants must provide proof of qualifications.

## Apply

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID 7117.

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