

JOB DESCRIPTION

POSITION: Front of House Representative for Outdoor Venues

REPORTS TO: Managing Director and Patron Services Manager

SUMMARY: This position will cross train between House Management, Box Office and Concessions Representative. The **House Manager** is responsible for overseeing all public areas of the theatre event. The House Manager supervises all volunteer ushers during an event and ensures that the experience of each patron is enjoyable and safe. The **Box Office Representative** is responsible for assisting patrons with the process of check in and guidance for the event. The **Concessions Representative** serves beer, wine and pre-packaged food to patrons during pre-show and intermission of performances.

HOUSE MANAGER

MAJOR RESPONSIBILITIES:

- Supervise and provide basic training for volunteers.
- Address all safety and appearance issues in public area including the stage and seating areas, restrooms, and the concession area.
- Remain in the open area throughout the performance. Maintain post in a prominent location at intermission and following performances to manage patron inquires and incidents.
- Resolve seating problems, coordinating between patrons and box office.
- Coordinate with the Production/Stage Manager on performance days to ensure the smooth running of the event between backstage and Front of House operations.
- Other duties as assigned.

BOX OFFICE REPRESENTATIVE

MAJOR RESPONSIBILITIES:

- Provide excellent customer service to patrons while working in a fast-paced environment.
- Check in each patron as they arrive.
- Assist patrons with any inquiries regarding their pre-purchase of tickets.
- Answer questions about the theatre and productions.
- Learn and become proficient in Spektrix CRM software.
- Other duties as assigned.

CONCESSION REPRESENTATIVE

MAJOR RESPONSIBILITIES:

- Customer Service.
- Setting up and breaking down the concession service station.
- Serving a variety of alcoholic and non-alcoholic beverages and snacks during pre-show and intermission.
- Providing excellent customer service while working in a fast-paced environment.