

**Front of House Associate
Job Description**

Supervisor: House Manager, Audiences Services Manager, Box Office Assistant Manager

Supervisees: Volunteers and Ushers

Job Purpose:

The Front of House Associate spends time working in both House Management and the Box Office. House Management is responsible for the security and comfort of our patrons and volunteers when attending Portland Stage. Additionally, they coordinate with Stage Management and the Box Office to ensure that performances are started in a timely manner while ensuring safety of the audience. Box Office is dedicated to providing the best customer experience possible while managing ticket sales and seating assignments.

Duties and Responsibilities:

House Management Duties and Responsibilities -

- Overseeing Front of House operations during scheduled shifts:
 - Work with scheduled volunteer ushers to ensure a safe and pleasant experience for patrons; including but not limited to:
 - Seating the audience in a safe, timely, and orderly manner
 - Coordinate special patron needs with the Box Office
 - Maintain the cleanliness of public spaces, especially in case of an immediate need (such as bodily fluids or leaking toilets)
 - Coordinate program and insert distribution
 - Supervise the sale of concessions
 - Document and store lost and found items
 - Resolve seating issues with assistance from Box Office
 - Maintain concession area to meet standards for food establishment cleanliness
 - Oversee execution of Front of House procedures, including but not limited to the execution of emergency procedures as necessary
 - Create and maintain House Management reports as required by management. This includes tallying up concessions revenue.
 - Work with the Stage Management team to begin each show and fulfill any specialized show needs
 - Welcome audiences with a curtain speech before the start of the show, as needed
 - Keep an accurate time sheet for each shift
 - Maintain professional attire and timeliness
- Assist box office with ticket pick up during scheduled shifts, as needed

Box Office Duties and Responsibilities -

- Provide excellent customer service to patrons and sell, exchange, and/or refund tickets
- Assist in membership renewals and mailing membership materials.
- Regularly update databases.
- Pull various ticketing and other necessary reports as needed to assist Front of House and organization-wide needs.

General Staff Duties and Responsibilities -

- Participate in “Full Company” projects, work calls, meetings and events as required

Qualifications:

- Skilled at working with people, managing crews, coordinating scheduling

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- Excellent communication, organizational, and time management skills
- Knowledge of theater is a plus
- Optimism, levelheadedness, sense of humor, creativity, problem solving abilities, and the ability to work under time constraints with patrons
- Background in face-to-face customer service is preferred
- Experience with and effective at speaking in front of large groups of people
- Experience with PatronManager/Salesforce is a plus, but training will be provided.
- Experience with and/or training in CPR, First Aid, TIPS, and ServSafe is preferred

Working Conditions:

- This position is a part-time, hourly, seasonal position that runs from August to late May.
 - Mostly working nights and weekends with some week day hours
 - There is the potential for additions to the normal season and they will be articulated when known
- A desk is provided with a computer and access to printers, a copier, a phone, and Wi-Fi enabled internet. Computer will have basic software.
- The work environment consists of the lobby, outer lobby, theater, public bathrooms, concessions, house management office, audience area, and box office. The majority of these areas are temperature controlled.
 - The lobby level is accessible by elevator, but the theater is stadium-style seating.
 - The box office is in a temperature controlled building but does not have its own settings, it's not unheard of to be "cold" or "hot" compared to the rest of the building. A space heater is provided for the winter.
 - The box office requires one or more steps in order to access.

Physical Requirements:

- Mobility: ability to stand, bend, reach, lift, carry, climb stairs
- Safely lifting loads of 50lbs. by oneself, or lifting 100-200lbs. with two or three people
- Vocal ability to clearly communicate over distances in front of large amounts of people
- Must be 21 or older and legally allowed to handle alcohol. Alcohol Server/Seller Training will be provided if necessary.
 - Must not have been convicted of a first or second offense violation of Maine Liquor Laws as stated in Maine State Title 28-A section 703.

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