

Long Wharf Theatre Job Description

Title: Front of House Manager

Classifications: Full-time, Seasonal, Exempt

Reports to: Patron Services Manager

Direct Reports: Front of House Staff, Volunteer ushers

Employment Dates: immediately through 6/19/2022

Purpose: The Front of House Manager will help create a welcoming space for our patrons and oversee the daily front of house operations for all performances and events including sale of concessions. They will ensure the safety of patrons, volunteers, and staff through the proper implementation and enforcement of emergency procedures, oversee Long Wharf Theatre's volunteer usher program, manage assigned events, and work with other key staff to support LWT's mission, vision, and values.

Primary Responsibilities (including, but not limited to):

- Front of House
 - Serve as a welcoming face of the theatre for patrons
 - Supervise and schedule paid front of house assistants and volunteer ushers
 - Ensure patrons are safely and efficiently seated and ready for performance in a timely manner
 - Enforce safety and fire regulations
 - Coordinate opening and closing of the house with FOH team and stage management
 - Answer patrons' questions and concerns
 - Resolve any seating problems
 - Handle emergency situations and accidents involving patrons; prepare detailed documentation and distribute to the appropriate staff
 - Prepare and distribute detailed house reports with pertinent information after every performance
 - Manage volunteer ushers, provide orientation and training
 - Develop volunteer recognition and evaluation programs
 - Maintain FOH staff and volunteer handbooks
 - Coordinate FOH requirements for special events
 - Recruit and train new FOH staff
 - Support all LWT departmental events and initiates that require FOH staffing
- Concessions and Merchandise
 - Manage budget and track concessions income
 - Inventory and order concessions items as needed
 - Oversee income and expense budget
 - Seek ways to increase revenue from merchandise and concessions sales
 - Report sales and make deposits
 - Maintain cleanliness of concessions areas and prepare for all health inspections
- Events
 - Manage other events as assigned

Performance Criteria:

- Highest standards of customer service are met or exceeded
- Concessions & merchandise sales goals are met or exceeded
- Audience members have an experience of belonging
- Ability to work in a collegial manner with LWT team

Qualifications:

- Flexible schedule (ability to work nights and weekends)
- Excellent customer service skills
- Excellent verbal and written communications skills
- Excellent organizational ability
- First Aid and CPR training
- The ability to solve problems quickly, calmly, and creatively
- Supervisory skills
- Interest in/knowledge of live theatre or the performing arts