

Front of House Assistant

Reports to: Patron Services Manager & Front of House Manager

Classifications: Part-time/Seasonal/Non-Exempt

Dates: April 27 to May 21

Thursdays & Fridays 5 pm to 9 pm

Saturdays 11am to 4 pm and 5 pm to 9pm

Sundays 11am to 4pm

Compensation: \$18.00/hour

To apply, please send a resume and brief cover letter to human.resources@longwharf.org, and include "FOH Asst" in the subject line.

The Invitation:

Long Wharf Theatre (LWT) is a gathering place dedicated to producing boundary-breaking theatre with and for its kaleidoscopic communities. We believe that theatre is for everyone, and that art and activism can live side by side. We are committed to building artistically innovative theatre with, for, and by the greater New Haven community. We are seeking Front of House Assistants to support the Patron Services and Front of House Managers in creating a joyful and safe environment for patrons of LWT.

The Work Environment & Culture:

The Leadership at Long Wharf Theatre cares deeply about staff culture and development. Members of the Long Wharf Theatre staff are encouraged to engage in courageous conversations within departments and interdepartmentally. There is belief within the organization that great art comes from great relationships. Long Wharf Theatre supports and cares for team members as a reflection of the quality of artistic exploration on our stages.

The Duties:

Front of House Assistant

- Processes in-person transactions in ticketing system
- Assist in creating a joyful and positive workplace and audience experience
- Support front-of-house team during events
- Answer patron questions and troubleshoot patron issues
- Assist in opening and closing duties of the box office
- Cash handling and confirm cash drawers/reconciliation at end of day
- Help set up remote box office
- Serve in a Head Usher capacity as needed per shift
- Serve as a welcoming face of the theatre for patrons
- Ensure patrons are safely and efficiently seated and ready for performance in a timely manner
- Coordinate opening and closing of the house with Front of House Manager
- Answer patrons' questions and concerns and/or direct questions to the correct party
- Assist in resolving seating problems
- Maintain cleanliness of all Front of House areas, including but not limited to volunteer coordination areas, lobby areas, theater seating, etcetera
- Assist in handling emergency situations and accidents involving patrons
- Enforce safety and fire regulations

The Expertise Needed:

- Ability to work with all Long Wharf Theatre patrons, guests and employees in a collegial manner
- Ability to work alone or on a team, as needs require
- Strong verbal communications skills in English
- Self-motivated and well-organized
- Ability to lift at least 50 pounds on a regular basis

- Ability to perform many tasks during one shift
- Reliable transportation for different work sites
- Willingness to work safely
- Access to a computer for email access (all scheduling done via email)
- Theatre experience or work at another performing arts venue strongly encouraged
- Provable eligibility to work in the United States.

COVID-19:

- Full vaccination against COVID-19 is required as a condition of employment
- Masks are required to be worn in office