

LONG WHARF THEATRE

Position: Front of House Assistant

Direct Reports: N/A

Reports to: Patron Services Manager

Classification: Seasonal, Part-Time, Non-Exempt

Compensation: \$20/hour

Dates: Feb 9, 2024 – to March 10, 2024 (opportunities for additional dates)

Shift Schedule: As scheduled, Tuesday to Sunday (afternoon, evening, and 2 morning shifts available), 4-hour minimum shift (may be up to 8 hours per shift)

Location: Canal Dock Boathouse in New Haven, CT (475 Long Wharf Drive), unless otherwise specified

To apply, please submit cover letter and resume to human.resources@longwharf.org with “FOH Assistant” in the subject line.

The Invitation:

Long Wharf Theatre is on an unprecedented journey where art and activism can live side by side. We are committed to building a boundary-breaking theatre with, for, and by the greater New Haven Community.

The Overview:

The part-time Front of House Assistant will support the Patron Services Manager and Front of House Manager in creating a joyful and safe environment for our audience members. They will help guide our incredible team of volunteer ushers, serve as concessionaires, and assist with daily front-of-house operations for all performances and events.

The Duties:

- Serve in a Head Usher, Box Office, Concessionaire or Patron Way Finder capacity as assigned.
- Be a friendly and welcoming face of the theatre for patrons; actively greet people.
- 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.
- Scan tickets.
- Pass out programs.
- Assist volunteer ushers.
- Monitor lobby area.
- Direct Patrons to the venue from the parking zones or throughout the venue to theatre spaces.
- Cash handling and operation of Square point of sale system.
- Proper handling of alcoholic beverages (for sale and for events).
- Maintain cleanliness of all Front of House areas, including but not limited to bar rooms, bar areas, volunteer coordination areas, lobby areas, theater seating, etc.
- Assist in handling emergency situations and accidents involving patrons.
- Enforce safety and fire regulations.

The Expertise Needed:

- Ability to work with all Long Wharf patrons, guests and employees in a collegial manner.
- Ability to work alone or on a team, as need required.
- Strong verbal communication skills in English.
- Self-motivated.
- Well-organized.
- Ability to lift at least 50 pounds on a regular basis.

- Ability to perform many tasks during one shift.
- Willingness to work safely.
- Access to a computer for email access (all scheduling done via email).
- Regional theatre experience strongly encouraged.