

## **Audience Services & Front of House Representative**

**Department:** Marketing

**Reports to:** Patron Services Manager & Front House Manager

**Direct Reports:** N/A

**Classification:** Part-time/Non-Exempt

**Compensation:** \$20/hourly

**How to apply:** Please submit a resume and cover letter to [human.resources@longwharf.org](mailto:human.resources@longwharf.org).

### **The Invitation:**

Long Wharf Theatre 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 Audience Services Representatives to support the Patron Services Manager and Front of House Manager in creating a joyful and welcoming experience as the first point of contact for our patrons.

### **The Work Environment & Culture:**

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

Long Wharf Theatre's Box Office is located on Southern Connecticut State University's campus in New Haven, CT. This position requires in-person work both in the box office at SCSU and various other Long Wharf Theatre venues.

### **The Duties:**

#### **Audience Services Representative**

- Assisting Box Office Supervisors in daily operations.
- Answer phones and replying to email correspondence.
- Assist in telemarketing sales campaigns.
- Process phone and in person transactions in ticketing system (Spektrix).
- Assist in creating a joyful and positive workplace.
- Assist in troubleshooting software.
- Answer patron questions and troubleshoot problems in a pleasant and helpful manner.
- Assist in opening and closing duties of the Box Office.
- Assist with reporting as needed.
- Maintain knowledge of program and events.
- Travel around to different event locations as needed.
- Set up remote box office as needed.

#### **Front of House Assistant**

- Serve as an usher, bartender, or house manager as needed.
- 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 questions and concerns and/or direct questions to the correct party.
- Assist in resolving seating problems.
- 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 Skills & 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.
- Strong verbal communication skills in English.
- Self-motivated and well-organized.
- 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.
- Attend anti-racism, anti-harassment, and safety trainings as required.
- Provable eligibility to work in the U.S.

*We understand that people gain skills through a variety of professional, personal, educational, and volunteer experiences. If you believe you have the transferable skills necessary to fulfill the responsibilities of this role, we encourage you to apply.*