

Position Description: FoH Manager – Front of House Manager

The Washington Center for the Performing Arts is Olympia's premier non-profit performing arts facility, home to both a 983 seat theater and an intimate and versatile Black Box performance space, in downtown Olympia. The Center also manages The Kenneth J Minnaert Center for the Arts on the South Puget Sound Community College campus, featuring a 499 seat theater and Black Box performance space. Front of House managers are trained and scheduled for work at all facilities.

As an employee at The Washington Center for the Performing Arts, you will provide the best in customer service and work as an ambassador for the performing arts in our community. You will be under the general supervision of the Director of Event Services. This non-exempt, non-regular, part-time position is responsible for providing a smooth, presentable, and safe environment through the setup, teardown, and the duration of the event. You will maintain the highest level of professionalism and performance readiness by maintaining a business casual or higher quality of dress. You must be able to work cohesively with all employees at the Center in order to maintain our superior level of service. Our desire is that applicants be willing to make a 2 year commitment, due to the depth and length of training.

Function: The FOH Manager coordinates and oversees the smooth operation of all front-of-house activities at assigned events.

DUTIES AND RESPONSIBILITIES:

1. Event Duties

- FOH Managers are *the* lead staff member on duty for events. Box Office, volunteers, and additional Center staff should check in and report to the FOH Manager. They are the sole authority over event management and – in the event of an evacuation – the FoH Manager is responsible for implementing our evacuation plan in conjunction with Center staff, and department heads.
- FOH Managers are responsible for all life & safety matters occurring in front of the curtain, and work to maintain the physical safety and comfort of our audiences.
- FOH Managers are the primary contact for patrons, volunteers, event vendors, and “day of” event contacts for all events held at The Washington Center or other Center defined venues.
- FOH Managers coordinate all volunteer activity to ensure the smooth and efficient flow of people into and out of the theater, and are responsible for maintaining the reasonable enforcement of house rules, egress, and other facility requirements.
- FOH Managers, working with the Director of Event Services, are responsible for gathering and familiarizing themselves with the necessary information for advance show planning and preparation.

- Communicate with guests using a clear, enthusiastic tone and body language at all times. Patrons interacting with our team should feel appreciated and welcomed through your actions.
- Distribute and collect, and balance tills and POS terminals for concessions and bar sales.

2. Front of House Managers will

- Perform all duties in accordance with established safety procedures
- Abide by cash handling policies of The Center
- Be able to work a flexible schedule that may include weekends, nights and holidays
- Make recommendations for improving the patron experience
- Properly document show and incident reports for record keeping purposes
- Perform light custodial duties such as; cleaning restrooms, sweeping, mopping, changing out trash receptacles, and unclogging toilets/sinks.
- Be a confident and assertive communicator while maintaining a polite and professional demeanor.
- Maintain the security of the building, during and after performance.
- Other duties as assigned by the Director of Event Services.

3. Qualification, knowledge, and skills

- Must be 18 years of age or older and have a high school diploma or equivalent
- Must have reliable transportation.
- Have basic mathematical skills, cash handling and record keeping knowledge, and how to make change correctly.
- Basic reading skills & computer skills.
- Awareness of basic food handling and concessions sales.
- Must be physically able to lift and carry up to 50lbs, including:
 - Stackable chairs (7 pounds each) and carry up a flight of stairs;
 - Tables, chairs, couches, benches, etc.;
 - Cases of bottled water.
- Ability to carry and climb ladders
- Strong organizational skills including the ability to prioritize and delegate tasks and keep up with large amounts of detail.
- Top-notch customer service skills and the desire to ensure our patrons have the best experience possible.
- Ability to work in a fast-paced environment and solve problems in a quick and efficient manner
- Must have, or be willing to obtain, a valid CPR/First Responder Card and/or training.
- Must have, or be willing to obtain, a valid Food Handler's Card and/or training.

Contacts: FOH Manager is in contact with audience members, private event guests, volunteers, user groups, event producers, student performers and faculty, and the technical, box office, and operational support staffs.