

Position: Front of House Supervisor

Reports to: Patron & Rental Services Director

Member of: Front of House Leadership

Type: Part-Time, Leadership role, up to 25 hours per week

NOTE: *Position tasks are generally required to be performed on-site at Theatrical Outfit. Remote work options may become available at the discretion of the Director.*

Job Responsibilities:

House Management

- Oversees front of house operations before, during, and after scheduled events associated with any venue space at Theatrical Outfit.
- Provides leadership, following policies set by the Director, in all aspects of shift management.
- Communicate with back-of-house on event timelines, such as start time, intermission, and end time.
- Implement and enforce policies and procedures related to safety, security, and emergency management.
- Ensure professional and courteous efficiency in all patron-facing procedures including, but not limited to, ticket scanning, on-site communications, and order taking.

Supervision of Team Associates

- Supervise day-to-day operations of the Box Office and Concessions staff.
- Recruit Front of House new hires and assist the Director with training and development.
- Obtain ServSafe certification for alcohol sales. *Appropriate training available upon hire. Cost of \$30.*
- Obtain basic knowledge of the Rental initiation process to assist in the communication of date availability, rates of charge, and staffing requirements.
- Assist in the scheduling of assistants for day-to-day coverage of operational needs.
- Coordinate communications of group sales mailings, marketing automations, and customer segmentations.

Database Efficiency

- Obtain basic knowledge of all databases for troubleshooting purposes. *Appropriate training available upon hire.*
- Manage inventory tracking and communicate ordering needs to the Director.
- Assist with the continuous organization and updating of department information digitally and on-site.
- Delegate database management and other various tasks as determined by the Director.

Qualifications:

- Bachelor's Degree or appropriate management experience required; Experience in Hospitality or Business Management preferred; Experience in theater/arts appreciated.
- Experience in leading and motivating a team of staff.
- Ability to work in a fast-paced environment, manage multiple tasks simultaneously, and meet competing deadlines.
- Willingness to work a variable schedule; shifts include daytime, evenings, weekends, and holidays.

Other duties may be assigned as needed at the discretion of the department director.

Compensation: \$18.00+, based on experience. *This position does not offer employee health benefits.*

To apply, please send a brief cover letter and resume to Abigail Dawkins, Patron & Rental Services Director, at Abigail.Dawkins@TheatricalOutfit.org. Phone calls will not be accepted.