



POSITION TITLE: Front of House Manager

Department: Marketing & Communications

Reports to: Patron Services Manager (PSM)

Oversight: house managers, volunteer ushers and concessionaires

Hours: Part time, averages 20-30/hours per week (depending on production schedule);
Seasonal (December 2021 – July 2022, summer hours may be available)

Compensation: \$19/hr

JOB SUMMARY/PURPOSE

The Front of House Manager (FOH MNGR) is a partner in the Marketing & Communications Department and oversees house managers, volunteer ushers and concessionaires, and operates the merchandise and concession sales. FOH MNGR is responsible for providing a high-level of customer service and clear communications with Book-It patrons, volunteers, and staff, with the overall objective of enhancing customer relationships and maximizing positive interactions between the organization and all of its constituents. Book-It is an anti-racist organization that values equity, diversity, inclusion, and a focus on relationships, interactions, and work that promotes justice. Book-It values accountability, follow-through, compassion, enthusiasm, professionalism, and resourcefulness.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Make schedule for house managers
- Train and Manage volunteers and their scheduling
- House manage shows (arrange concessions, count bank, fill out FOH reports, find solutions to patron issues, pick up theatre, train volunteers, set up lobby, follow necessary safety procedures in case of emergency), as needed
- Assist PSM with concession and merchandise ordering, stocking, inventory
- Coordinate with PSM and Development team to organize donation/discount requests for concession items
- Coordinate with PSM to pick up concession items from various businesses around town
- Manage Square (sales tool): set up register grid, pull reports
- Count and reconcile concessions and merchandise cash every week. Report to Bookkeeper
- Assist in hiring and training house management staff
- Work opening nights, including running the bar and helping cleanup any pre- or post-show parties
- Assist in hanging lobby signage
- Read season books and view shows to have accurate knowledge of each performance
- Maintain clean data in Patron Manager

QUALIFICATIONS:

- Previous house management and/or box office experience a plus
- Proficiency with Microsoft Office products smiled upon
- Experience with ticketing or CRM software helpful (Salesforce, Patron Manager)

- Excellent verbal and written communication and documentation skills required
- Strong organizational skills helpful
- Must be able to manage, train, and motivate others
- Flexibility and adaptability when handling customer needs and multiple priorities in high stress situations
- Cash handling experience
- Ability to work with the public and possess conflict resolution skills
- Position requires occasional lifting of up to 40 pounds (printed materials, boxes of retail merchandise), occasional use of a ladder, as well as a computer and operating miscellaneous equipment and furnishings as projects require. Occasional errands may be necessary; the ability to drive will be helpful.

All staff, artists, volunteers, and patrons are required to provide proof of COVID-19 vaccination prior to attendance. Duties will be performed at the Center Theatre in the Seattle Center Armory. Occasional alternate venues may be required.

The salary for this position is \$19/hr. Seasonal employees are not eligible for health insurance. **TO APPLY**, send an email to Patron Services Manager Alejandra Guzmán-Dyrseth (she/they) at alyg@book-it.org with your name and FOH MNGR in the subject line, e.g., Maya Angelou: FOH MNGR. No phone calls, please. Position open until filled.

Book-It Repertory Theatre is committed to supporting a diverse work force and does not discriminate in employment based on race, color, religion, sex, age or national origin. Qualified applicants are considered for all positions without regard to age, marital status, sexual orientation, or the presence of a non-job-related medical condition or handicap.

ABOUT BOOK-IT REPERTORY THEATRE: www.book-it.org

Our Mission: Book-It Repertory Theatre is a non-profit organization dedicated to transforming great literature into great theatre, through simple and sensitive production, and to inspiring its audiences to read. Founded in Seattle in 1990, Book-It Repertory Theatre believes that reading and literacy are fundamental rights and keys to success. Book-It creates world-premiere adaptations of classic and contemporary literature for the stage. Book-It serves approximately 20,000 patrons through its main stage 4- or 5-play production season, and 55,000 young people throughout Washington with our arts education programs.