

**Position Title:** Front of House Staff

**Hours:** Part-time, seasonal, 10-30 hrs/week during performance runs

**Reports To:** Patron Services Manager & Front of House Manager

**Compensation:** \$18.00/hour

Book-It Repertory Theatre is seeking Front of House (FOH) staff to provide a high-level of customer service and clear communications with Book-It patrons and volunteers. Each shift the FOH will either be tasked with performing house management duties or enforcing Covid-19 safety protocols (as determined by Book-It, the State of Washington, King County, the City of Seattle, and Actors' Equity Association). Maximizing positive interactions between the organization and all of its constituents is always paramount.

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.

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.

**Principle Duties and Responsibilities:**

**Covid Compliance Officer (CCO) Shifts:**

- The CCO at the entry way will greet all patrons, staff, artists, or others who want to enter the theatre (box office, lobby, or theatre space) and ask to see proof of Covid-19 vaccination.
- Make sure anyone entering or in your assigned area is properly wearing a facemask.
- CCOs in the lobby and theatre space will monitor flow of traffic and seating, ensuring all protocols are being followed.
- Keep careful documentation of all COVID safety activity. Alert FOH Team to any infractions.
- Maintain safe and clean workspace in compliance with COVID safety plan, including cleaning and disinfecting high touch areas and maintaining the stock of COVID safety equipment, such as disposable masks and hand sanitizer.
- Setup of physical spaces and safety equipment in compliance with Covid Safety

Plan including setup of HEPA air purifiers, sanitization stations.

### **House Manager Shifts:**

- Ensure each attendee experiences the highest level of customer service Book-It can offer
  - Act as concierge at the venue providing guidance and information as needed
- Maintain the appearance of the physical venue
  - Ensure the lobby and theatre are up to standards for each performance
  - With department team, assist in lobby turnover (signage, final clean-up) before and after each production's run
- Become familiar with and foster positive relationships with key figures of venue management and security at Seattle Center
- With Box Office Manager, learn and apply emergency and safety preparedness practices; (Including but not limited to: CPR, earthquake and fire procedures aligned with security services at Seattle Center, etc.)
- Train and assist Volunteers with their duties, e.g. scanning patron tickets, as needed.
- Record each performance's events and house counts in a House Manager's report sent each day to key staff.
- Align lobby/house open times in concert with Stage Manager – keep clear channels of communication for optimal experience.
- Learn about and be able to operate all equipment related to any of the above duties.

### **Qualifications and Skills:**

- Certification and training in COVID compliance is required before the start of work. This training will be facilitated by Book-It if not already completed.
- Ability to maintain calm and focused under pressure.
- Experience with customer service.
- Familiarity with theatre front of house best practices and vocabulary. Experience with house management a plus.
- Proficient with Microsoft Office.
- Attention to detail.
- Excellent verbal and written communication skills.
- Strong discretion and respect for maintaining confidentiality.
- Strong critical thinking skills and demonstrated sound judgment.

### **Physical Requirements for This Position**

- Ability to lift 25 pounds
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- While performing duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. Hands are often needed to finger, grasp, handle, feel or operate small objects or controls.

- Hand-eye coordination capabilities necessary to operate computers
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Compensation**

- \$18.00 an hour

### **Schedule:**

The Front of House staff is a part-time, seasonal position for the period of January 10- July 3, 2022, during performance runs. The work will take place in the Center Theatre at the Armory at Seattle Center.

The 2021-2022 Season Schedule:

*Beowulf*: January 21, 2022 – February 6, 2022

*Mrs. Caliban*: March 23, 2022 – April 17, 2022

*The Bonesetter's Daughter*: June 8, 2022 – July 3, 2022

### **To Apply**

E-mail a resume to Alejandra Guzman-Dyrseth at [alyg@book-it.org](mailto:alyg@book-it.org) with "Front Of House" in the subject line.

*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](http://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.



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