



Job Description

Position: Front of House Associate
Reports To: House Manager
Status: Part-time; Non-Exempt
Schedule: 10-20 hours per week, Monday-Sunday, evening and weekends required

Role Summary

The Front of House Associate is responsible for serving patrons front of house duties in the Academy's three venues. The venues include a black box theatre (up to 650-person capacity), the Academy Historic Theatre (835 person capacity), and the Riverfront Park in downtown Lynchburg where the Academy hold's outdoor concerts. The Front of House Associate will be sure to create a welcoming and efficient environment for our patrons. The Front of House Associate will be responsible for processing concession sales through Square for the Academy's concession areas. Other duties may include reporting, merchandise sales, providing excellent customer service and creative problem solving, assistance in front of house needs including ushering, handing out programs, and various other administrative duties. This role is highly visible and will be working closely with not only the public on a daily basis, but many different staff members, board members and sponsors. High levels of quality customer service and openness to team work is a must.

Essential Duties & Responsibilities

- Be the first line of communication to the public through all three venues' concessions and bar areas.
- Perform all necessary duties that surround front of house including but not limited to: providing assistance to patrons for concession sales, assisting with ushering, , assistance with maintaining a clean environment throughout each venue including public areas and restrooms, and overseeing the organization of the concession area.
- Work with the Box Office and Box Office Manager to fill in when necessary for ticket sales, and assist with any needs as coordinated with the Box Office Manager.
- Assist in the overall cleanliness and restocking of the concession areas, bar areas, bathrooms and lobbies of all venues. Taking inventory of supplies and reporting needs to the House Manager as necessary.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and represent the Academy to the general public in a positive manner.
- Assist in the management of all Academy merchandise sales including but not limited to t-shirts, Academy merchandise, etc.

Qualifications

Minimum Qualifications

- Excellent verbal and written communication skills
- Proficiency with Microsoft Office including Word, Excel, Outlook, and other windows applications
- Ability to work in a sometimes fast paced and rapidly changing environment
- Excellent organization skills and ability to multi-task
- Knowledge of point of sales and customer relationship management systems is preferred.
- Must be able to work well independently but must be also capable of working as part of a team and able to lead, train, and motivate others.

Preferred Qualifications:

- Cash handling experience and experience in customer service
- High School Diploma or GED