



Job Description

Position: Front of House Associate
Reports To: Patron Services Manager/ Director of Operations
Status: Part-time; Non-Exempt/ Hourly Salary: \$12 per hour
Schedule: 10-20 hours per week, Monday-Sunday, evening and weekends required

Role Summary

The Front of House Associate is responsible for all front of house duties in the Academy's venues. The venues include a black box theatre (up to 650-person capacity) and the Academy Historic Theatre (835 person capacity). 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, as well as selling tickets through our Box Office Audience View program. 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 venues' concessions and bar areas, and box office.
- 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 assist when necessary for ticket sales, and assist with any needs as coordinated with the Box Office Manager.
- Assisting with weekly Box Office coverage where needed during Box Office hours.
- 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.

- Assist with event set-up where needed, including; tables and chairs, stanchions, staging, 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.
- Must be able to lift 50 lbs.

Preferred Qualifications:

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

ACOA values a diverse workforce and an inclusive culture — people of color, women, individuals with disabilities, immigrants, and people from other underrepresented communities are strongly encouraged to apply for this position.