



Our mission is to celebrate the complexities of the human experience.
We envision a world awakened by the wonder of theatre.

Front of House Associate

Our Values

Belonging: Portland Playhouse works to be radically inclusive onstage and offstage. We serve together. We rise together. We lead with kindness.

Gratitude: We are here by the grace and generosity of our community. We honor, join with, and are guided by those who came before us as well as current and future generations.

Courage: We challenge the status quo; we take risks. We listen and learn with an openness to change.

Job Title: Front of House Associate

Reports to: Events & Front of House Manager

Commitment: 10 - 20 hours per week (*subject to # of FOH shifts*)

Position Type: Hourly, Part time

Compensation: \$17/hour

Main purpose of job

To create a welcoming environment at the Playhouse for guests, artists, staff, and the general public. Assist theatre patrons with checking in at the box office, seating and support volunteers. Serves as the point-of-contact for the Playhouse during performances.

The hours for this position are typically 6pm - 10pm Wednesday - Saturday and 12:30-4:30pm on Sundays depending on play length. There are additional shifts at various different times. All shifts will be booked according to your availability.

Responsibilities

- **Concessions and Box Office**
 - Set up and sales of concessions
 - giving out of free beer (donated), carding and following all OLCC guidelines and safety measures

- Set up box office area and manage check-in and ticket sales within PatronManager at performances
- Sell tickets, issue refunds, and make ticket exchanges
- Ensures that Front of House Spaces are always clean and organized
 - Computer Station, Reserve Seating Signs, Signage, cash boxes, concessions area, bathrooms, hallways, lobby
- **Performances**
 - Ensures that the lobby areas are clean and tidy
 - In communication with the Stage Manager before, during, and after the performance
 - Create (if needed) and set up reserved seating signage for seating accommodations and VIP seating
 - Interacts with patrons and is available to answer any Playhouse questions
 - Responsible for ensuring the space is clean post-performance
 - You will have volunteer help, but it is FOH's job to double check that the space is completely clean and tidy.
 - You will have help from your supervisor, but please make sure the concessions area is clean and tidy as well

Working Conditions:

- ADA accessible building(s), although we have no elevator. Path from lower level to upper for a wheelchair user includes traveling outside the building
- Currently all audience and staff at performances are required to wear a mask. This may change to mask optional at some point this season.

Hiring Process:

- Rolling interviews beginning Sep 12th
- First round interviews to occur via Zoom
- Second round interviews will occur in person at Portland Playhouse
- Target start date projected for Sep 28th

Equity Statement:

Portland Playhouse greatly values inclusion and workplace diversity. We strongly encourage people with diverse backgrounds, particularly from communities of color and historically underrepresented groups, whose professional and personal experiences advance our vision to apply. We support equal employment opportunities for all classes of individuals, regardless of age, race, color, national origin, citizenship status, disability, religious creed, sex, gender identity

or expression, sexual orientation, marital status, economic status, or veteran status. We are an equal opportunity employer.

Application Instructions

To apply, email a single pdf of your resume and cover letter to work@portlandplayhouse.org. In the subject line include the name of the position for which you are applying and reference where you heard about this position.