



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

## Events & Front of House (FOH) Manager

### 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:** Events & Front of House Manager

**Reports to:** Producing Director

**Direct Reports:** Front of house team (4-6 people)

**Commitment:** Part Time, 25-30 hours per week

**Compensation:** \$18-\$20/hour depending on experience

### Main purpose of job

The Events & Front of House Manager is a public facing management position. This manager interacts with our audience, community stakeholders, donors, volunteers and is responsible for welcoming our community into the space and extending our values to all who enter. The Events & Front of House Manager oversees the day to day operation of welcoming patrons into the theatre, ticketing check in, concessions, raffle sales, seating accommodations, and close out after the performance ends.

### Responsibilities

- **General**
  - Provide excellent customer service at in-person performances and events. Manage an environment of care that welcomes our community into the space and extends our values to all who enter.
  - Develop and maintain detailed documentation and training material on Front of House policies and procedures.

- Attend recurring meetings such as weekly staff meetings, 1st rehearsals of productions, and invited dress rehearsals.
  - Participate in the planning and lead the set up and tear down for events- including Community, Artistic, Fundraising, and Education events.
  - Schedule, manage, and communicate with the FOH staffing team (2-3 staff per show), and manage the FOH volunteers (2-3 per show).
  - Partner with the Development team on volunteer orientations and volunteer gratitude projects.
- **Front of House**
    - Create and distribute Door Lists for FOH Associates to use to check patron seating notes and accommodations.
    - Create, distribute, and schedule Front of House Associates for shifts
      - Schedule and Lead Front of House Associates Orientations and Debriefs
    - Train & supervise the Front of House Associates on applicable duties
      - FOH Associate duties: working concessions, working box office check-in, train volunteers, communicate with box office associate, communicate with stage manager, serve as PPH point-of-contact on performance day
      - Coordinate cross training with the Box Office Associate for FOH Associates as a part of or related to this training
    - Welcome, orient, and supervise volunteers for events and performances
      - Duties include bar-tending, concessions, usher, greeter, raffle, set-up/clean-up
    - Coordinate needs with stage & production management
    - Manage patron check-in & onsite ticket sales / troubleshooting
    - Manage concessions & beer including ordering, stocking, training, etc.
    - Work with the Development team to cover raffle package sales
    - Maintain a welcoming, organized, and functional Front-of-House environment for all guests

- **Events**
  - Organizes dinner in between shows for two-show days for cast/crew in coordination with the Producing Director.
  - Organize and set up post-show reception for Opening Night in collaboration with the Development team.
  - Respond to requests to rent our spaces, lead tours of the spaces, and communicate with potential renters in coordination with the Director of Production.
    - Act as the point person for event rentals: be the first person to arrive, welcome the group, make sure they have everything they need for their event, and lock up the space(s) at the end of the event.
    - Support the Director of Production with rental contracts, invoices, and payment tracking
  
- **Box Office (during performance/after hours)**
  - Participate and support box office needs as appropriate
    - Selling tickets & subscriptions
    - Responding to patrons (in person, via phone, & via email)
    - Processing donations when applicable
  - Establish & maintain clear communication between Front of House & Box Office
    - Recurring weekly meetings between these two departments during the run of a production to check-in, troubleshoot, and improve systems for FOH during performances

### **Working Conditions:**

- ADA accessible building
- Seated box office station in administrative office, standing station (can provide seating) at the box office in the lobby.
- Frequent use of computers, video calls, and phone
- During the run of a production, the Events & Front of House Manager will serve as the lead team member, communicating with additional FOH Associates, volunteers, patrons, and the production's Stage Manager.

### **Qualifications/Characteristics/Key Competencies**

- Positive attitude, strong work ethic, flexibility and ability to be self-directed
- A strong commitment to equity and inclusion
- Cultural agility, and proven experience working with diverse teams
- Ability to meet deadlines
- Detail-oriented with clear and direct communication skills
- 3 years minimum customer service experience
- Experience in management and/or oversight of a team
- Interest/ability to cultivate relationships within diverse communities
- Comfortable speaking with patrons, and comfort with public speaking a plus

- Experience with Customer Relationship Management systems (CRMs) a plus (Portland Playhouse uses Salesforce/Patron Manager)
- A willingness to learn and ability to problem solve

### **Hiring Process:**

- Rolling interviews beginning January 24th, 2023
- Interviews to occur via Zoom, with the final round in person. Accommodation requests welcomed
- Target start date projected February 6th, 2023

### **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.

Anyone applying for employment with Portland Playhouse can bring a support person to the interview. A support person is most useful when an applicant's personal or cultural values might limit the information they can provide in the interview process. You and your support person can be assured that you've been treated in an inclusive and safe manner, respectful of your cultural values and your support person can provide a more in-depth picture of your relevant competence, skills and experience. If you would like to have a support person join you, please indicate this at the time of scheduling the interview.

### **Application Instructions**

To apply, email a single pdf of your resume and cover letter to [work@portlandplayhouse.org](mailto: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.