



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

Job Title: Front of House Associate

Reports to: Events & Front of House Manager

Position Type: Part Time, Non-exempt

Commitment: 15 - 30 hours per week (*subject to # of shifts*).

Performances range between Tuesdays - Sundays.

Extremely open Availability during Sept. - Dec. 2023 a HUGE PLUS!

Compensation: \$17/hour to be paid on bi-monthly basis

About Us

Situated in Portland's King neighborhood, Portland Playhouse is a nonprofit theatre dedicated to artistic excellence and community engagement. Our mission is to celebrate the complexity of the human experience. We practice anti-racist theatre and our goal is to continually create a community of care. We intentionally confront the biases that theatre is only for an elite audience, and believe that creative expression is for everyone, bringing together families, friends, and community.

Main purpose of job

Assist patrons (box office, concessions, seating, etc), supports volunteers and serves as the point-of-contact for the Playhouse during performances.

Primary Duties & Responsibilities

- **General**
 - Set up and sales of concessions materials for performances
 - Set up box office area and manage check-in and ticket sales within PatronManager (at performance).
 - This job includes some light cleaning and ensuring that Front of House spaces are always clean and organized.
 - Setting up the lobby computer station, putting out Reserved Seating Signs, printing & posting signage, preparing and closing cash boxes, and maintenance of concessions area, bathrooms, hallways, and 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
 - Sell a ticket on site (Patron Manager)
 - Exchange a ticket onsite
 - Check Box Office voicemail
 - Check Box Office email
 - Check-in volunteers
 - Check-in patrons
 - Help patrons get seated
- Support with pre- and post-show events and rentals
 - Unlocking and locking doors
 - Helping with set up and tear down
 - Being available to provide logistic support to community partners/rentals
 - Duties as assigned by Events & FOH Manager
- Responsible for ensuring the space is clean post-performance
 - This job does include some light cleaning, including putting dishes in the dishwasher, wiping counters, and sweeping the floor. This is not primary cleaning, as Portland Playhouse does have a cleaning service. This is light, additional cleaning & tidying.
 - You will have volunteer help, but it is Front of House's job to double check that the spaces are completely clean and tidy before the end of a shift. This includes both upstairs and downstairs areas in the space (concessions area, lobby, reception area, common spaces, kitchenette area, and bathrooms.)

Secondary Duties

This role will be cross-trained with our Box Office Associate, and will occasionally involve performing essential box office functions:

- Provide excellent & proactive customer service via phone and email
- Sell tickets, fulfill subscriptions, and process exchanges
- Reply to email and return voicemails in a timely manner.

Qualifications/Characteristics/Key Competencies

- Strong computer skills, including proficiency in MS Office and Customer Relationship Management software (CRMs). Experience in Patron Manager, Salesforce, and/or Google Suite (Gmail, Google Drive, etc), a plus!
- Strong organizational skills, and a keen attention to detail.
- The ability to manage multiple ongoing tasks and meet deadlines.
- Demonstrated ability to work both independently and as part of a collaborative team.
- Interest/ability to cultivate relationships with our diverse community.
- You have a strong commitment to anti-racism and equity.

- Public Speaking skills and comfort with speaking in front of crowds/audience.

Compensation & Benefits

- \$17 per hour, ranging from 15 to 30 hours per week.
- Double pay if requested to work on company holidays.

Working Conditions

This job will be performed primarily in the Portland Playhouse theatre, studio and office spaces with occasional opportunities to work remotely (ie. Box Office work). Both our offices (lower level) and our theatre (upper level) are ADA accessible, but there is no elevator connecting the two levels.

COVID-19 Considerations

We are following the most current OHA and CDC guidelines. Masks are optional, but strongly recommended in our office and theatre.

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

Interested applicants should submit a cover letter and resume to work@portlandplayhouse.org. Please include "FOH Associate" in the subject line. Review of applications will begin immediately. The position is open until filled. The intended start date is on or around September 12th, 2023.