



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

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: Front of House Manager

Reports to: Producing Director

Direct Reports: Front of House team (3-6 people)

Commitment: Part Time, semi-seasonal

September-December; February-June (theatre season): 25-30 hours/week

January: 15-25 hours/week

July, August (dark): <15 hours/week

Compensation: \$20/hour

Main purpose of job:

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 Front of House Manager oversees the day to day operation of welcoming patrons into the theatre, ticketing check in, raffle sales, seating accommodations, and close-out after the performance ends.

General Responsibilities:

- 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 (*Wednesdays at 10:00am*), 1st rehearsals of productions, and invited dress rehearsals.
- Work at least 5 performance shifts per week (could be up to 8 shows/week - ie. 5 out of 8 - shifts are on average 5 hours long).
- You can expect to work an additional 3-4 hours a week outside of the staff meetings and performance shifts.
- 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.

Front of House:

- Coordinate and work closely with Concessions Manager
- 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 box office check-in, train volunteers, communicate with box office associate, communicate with stage manager/crew, cleaning and theatre maintenance, serve as PPH point-of-contact on performance day
- Coordinate cross training with the Box Office Manager for FOH Associates as a part of or related to this training
- Welcome, orient, and supervise volunteers for events and performances
 - Volunteer Duties include lobby greeter, programs usher, set-up/clean-up, and concessions and/or raffle support as needed
- Coordinate needs with stage & production management
- Manage support of patron check-in & onsite ticket sales / troubleshooting
- Work with the Development team to cover raffle package sales (when requested and discussed)
- Maintain a welcoming, organized, and functional Front-of-House environment for all staff and guests
- Reading and staying up to date on Front of House reports and checking in with team members if/when there is an incident or any actions needed

Event Support:

- Coordination with the Producing Director (Artistic Team) and Community Engagement Specialist
- Support Community Programs with pre-show and post-show talk backs (if/when requested)
- As assigned if needed help with setting up and breaking down events and programs

Box Office (during performance/after hours):

- Being knowledgeable of all ticketing policies and ticket pricing should patron or staff questions arise
- Ability and knowledge of selling tickets & subscriptions in person at shows
 - Knowing how to fulfill subscriptions and/or exchange tickets to another show
- Responding to patrons (in person, via phone, & via email) when working a Box Office Shift at the show

Volunteer Coordination:

- Create and send out the volunteer usher Sign Up form through Signup.com
- Schedule volunteers for occasional in-office support, group projects and the production season.
- Answer volunteer questions and assign volunteer duties at performances
- Also, welcome, orient, and supervise volunteers for events and performances
 - Volunteer Duties include lobby greeter, programs usher, set-up/clean-up, and concessions and/or raffle support as needed

Working Conditions:

- The work environment is an ADA accessible facility. Employees in this position must be able to travel throughout the building to perform essential job duties, which includes using stairs when accessing various work areas. Reasonable accommodations will be considered in accordance with the Americans with Disabilities Act (ADA)
- Seated box office station in administrative office, standing station (can provide

- seating) at the box office in the lobby.
- Ability to lift up to 30 lbs.
- Frequent use of computers, video calls, and phone
- During the run of a production, Front of House Manager will serve as the lead team Collaborating with Concessions Manager, communicating with additional FOH Associates, volunteers, patrons, staff, 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 recommended (but not required)
- 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
- While the building is ADA accessible, this position requires the ability to navigate multiple levels of the facility, including frequent use of stairs, as an essential function of the job. Reasonable accommodations may be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position.

Hiring Process:

- Submission Deadline: August 5th, 2026
- Rolling interviews beginning August 2026 (the week of August 17 - 21)
- Interviews to occur in person. Accommodation requests welcomed.
- Target start date projected September 1st, 2026

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. In the subject line, include the name of the position for which you are applying and reference where you heard about this position.