



JOB DESCRIPTION

JOB TITLE: Front of House Manager
REPORTS TO: Executive Producer
JOB TYPE: Exempt
PAY TYPE: Salaried

SUMMARY OF POSITION

This position is responsible for the sale of single tickets, season subscriptions group sales and special event tickets for the company; for the daytime staffing and running of the daytime box office. This position is responsible for all facets of the Theatre Arlington Bar (Beer and Wine sales) and coordination of front of house staff and volunteers.

Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodation or other reasons.

DUTIES AND RESPONSIBILITIES DAYTIME BOX OFFICE

- Provide excellent customer service while selling tickets to customers purchasing single, season and/or special event tickets in person, by phone, on-line and/or direct mail.
- Read and be familiar with all plays, musicals and special events presented by Theatre Arlington.
- Balance daily box office cash box.
- Weekly ticket/sales reports
- Maintain box office computer system.
- Schedule House managers for all theatre needs
- Provided show information to House Managers
- Program all productions, ticket packages and any other necessary components in the box office computer system.
- Provide patron feedback to Executive Producer and/or Business Manager and respond appropriately to patron concerns as they relate to box office operations.
- Work with Executive Producer to create and execute season subscription renewal roll-out on a yearly basis.
- Coordinate company ticket donations to charitable organizations. (with Executive Producer approval)
- Coordinate with Director of Marketing on special events that include a show buy-out or group sales.
- Coordinate all day-time performances by processing all reservations and sending confirmation packets and invoices. Setting up seating chart and serving as the point person for all reservations/field trip related questions from groups.
- Keep lobby area and box office in both theatre and admin building neat and clean
- Process all production and staff comp requests and maintain record for each show
- Be on call/back up for all box office staff and bar staff
- Serve as house manager for all opening nights, daytime performances and play reading series
- All other duties as assigned.

DUTIES AND RESPONSIBILITIES BAR MANAGEMENT

- Provide excellent customer service
- Weekly sales reports
- Provide patron feedback to Executive Producer and Business Manager and respond appropriately to patron concerns as they relate to bar operations.
- Keep lobby and bar area neat and clean
- Order all bar supplies (alcohol, paper products, snacks etc)
- Schedule, train and manage bar staff

- Assist Executive Producer with hiring and bar staff evaluations
- Work within prescribed budget
- Troubleshoot point of sales system
- Be on call to replace bar staff as needed
- Maintain cleanliness and organization of bar space and lobby
- Responsible for weekly inventory
- Work with Executive Producer and Business Manager to create and implement bar policies and procedures
- All other duties as assigned.

DUTIES AND RESPONSIBILITIES GROUP SALES

- Actively pursue group sales for all shows
- Coordinate all Traveling show performances by processing all reservations, sending confirmation packets and invoices, coordinating with AISD and school districts on bus route and parking information. Setting up seating charts and serving as the point person for all reservations/field trip related questions from groups.
- Working with the High School Theatre performance nights.
- Maintain a database of group attendees
- Follow up with groups before and after shows to ensure a good experience

DUTIES AND RESPONSIBILITIES VOLUNTEER COORDINATOR

- Coordinate and supervise guild volunteers
- Attend all guild executive board meetings
- Attend and help organize all Guild general meetings and parties
- Assist guild with everything and anything that they may need
- Schedule volunteer (guild and others) for theatre needs as they arise (mailings, workdays etc.)
- Courtesy Coordinator – Birthday cards, sympathy cards etc for guild and volunteers
- Coordinate volunteers for Independence Day Parade and Holiday Parade of Lights
- Youth Show Parent Coordinator –
 - Lead parents informational meeting
 - Act as liaison between parents and director
 - Organize all parent committees and chairs

REQUIRED QUALIFICATIONS

- Excellent communication skills.
- Excellent reasoning and math skills.
- Excellent writing, organizational and computer skills.
- Process oriented and strong attention to detail.
- Able to work efficiently in a high-volume environment.
- Interpersonal skills to deal effectively with all business contacts.
- Professional appearance, demeanor and dress.
- Proficient in Microsoft Office (Word) and intermediate level of proficiency in Microsoft Office (Excel and Outlook).
- Able to effectively communicate in English, in both oral and written forms.

PREFERRED QUALIFICATIONS

- 2-3 years in a customer service position
- Previous experience in a similar work setting