



<b>POSITION:</b>	<u>FOH Associate</u>
<b>FULL TIME OR PART TIME:</b>	Part-time, seasonal
<b>CLASSIFICATION:</b>	Hourly
<b>SCHEDULE:</b> Describe typical schedule (weekdays, weeknights, holidays and/or weekends)	Variable including evenings, weekends, and holidays
<b>EXEMPT OR NON-EXEMPT STATUS:</b>	Non-Exempt
<b>IMMEDIATE SUPERVISOR:</b>	Office & Patron Services Manager

### **DESCRIPTION & REQUIREMENTS:**

A Front of House Associate is trained in basic responsibilities of all three areas of Front of House (concessions, house management, and box office). A background in hospitality, food service, or box office sales is a plus.

### **BOX OFFICE RESPONSIBILITIES:**

- Facilitating ticket sales through our ticketing software Total Info to patrons over the phone, in person, and online.
- Answering questions and generally providing a high level of customer service to patrons.
- Providing support to the House Manager as they prepare for the show in the form of printing, information about accessible seating, attendance, etc.

### **CONCESSIONS RESPONSIBILITIES:**

- Prepare the concessions bar to sell food and beverages pre-show and intermission
- Serve customers in a timely and friendly manner
- Maintain a cleanly state of the bar and concessions closet
- Dispose of recycling and trash

### **HOUSE MANAGEMENT RESPONSIBILITIES:**

- Maintain the cleanly state of the lobby and restrooms; dispose of recycling and trash
- Remain informed about the details of the ongoing performance
- Supervise volunteer ushers in their duties (ticket scanning, stuffing and handing programs, assisting patrons with seating, etc.)
- Coordinate with the Stage Manager on opening doors, expediting the start of the performance, late seating, emergencies, etc.

### **GENERAL RESPONSIBILITIES:**

- Submit weekly timesheets
- COVID precautions will be in place; extra cleaning and managing social distancing/patron health screenings/temperature checks, etc. in conjunction with other Front of House associates may be required

To apply please Email: [jobs@hangartheatre.org](mailto:jobs@hangartheatre.org)