



POSITION:	<u>FOH Associate</u>
FULL TIME OR PART TIME:	Part-time, seasonal
CLASSIFICATION:	Hourly (\$14.50/hr)
SCHEDULE: Describe typical schedule (weekdays, weeknights, holidays and/or weekends)	Off-season Overhire (single events); Variable including evenings, weekends, and holidays
EXEMPT OR NON-EXEMPT STATUS:	Non-Exempt
IMMEDIATE SUPERVISOR:	Audience 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. Between the months of September and May, the position consists of occasional rentals/co-productions. During the summer season (June-August), hours increase with regularity.

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

To apply please Email: jobs@hangartheatre.org