



<b>POSITION:</b>	FOH Associate
<b>FULL-TIME OR PART-TIME:</b>	Part-time, seasonal
<b>CLASSIFICATION:</b>	Seasonal Hourly (\$16/hr)
<b>SCHEDULE:</b>	Off-season overhire (single events); Variable including evenings, weekends, and holidays
<b>EXEMPT OR NON-EXEMPT STATUS:</b>	Non-Exempt
<b>IMMEDIATE SUPERVISORS:</b>	Management Associate

**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), although may focus in one of these areas. 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 rental and co-production events. During the summer season (June-August), hours increase with regularity. Mainstage show shifts are on evenings and weekends; KIDDSTUFF show shifts are mornings/early afternoons Thursdays-Sundays.

**BOX OFFICE RESPONSIBILITIES INCLUDE:**

- Selling tickets through our ticketing software, Total Info, to patrons over the phone and in person.
- Answering patrons' questions in person, by email, and over the phone, and generally providing a high level of customer service to Hangar patrons.
- Counting out the cash drawer before and after each shift and maintaining proper cash handling procedures.
- Counting ticket stubs and issuing attendance reports.
- Supporting the House Manager as they prepare for the show in the form of printing patron lists, providing information about accessible seating and attendance, etc.
- Sorting tickets for Will Call.

**HOUSE MANAGEMENT RESPONSIBILITIES INCLUDE:**

- Preparing all front of house areas (lobby, bathrooms, patio, seats in house) for patrons which includes unlocking exterior doors at appropriate times, disposing of trash from the lobby at the end of each shift, restocking bathroom supplies, etc.
- Assisting patrons and supervising volunteer ushers in their duties (taking tickets, stuffing and distributing programs, assisting patrons with seating, etc.)
- Coordinating with the Stage Manager regarding opening house doors, expediting the start of the performance, late seating, etc.
- Communicating with the Management Associate and Stage Manager about details of the ongoing performance.

**CONCESSIONS RESPONSIBILITIES INCLUDE:**

- Preparing the concessions bar to sell food and beverages before the show and at intermission.
- Serving concessions customers in a timely and friendly manner.
- Counting out the cash drawer before and after each shift, and tracking sales in the Square app.
- Disposing of trash and recycling at the end of each shift.
- Maintaining cleanliness and order of the concessions bar and closet.

**GENERAL RESPONSIBILITIES INCLUDE:**

- Provide a high level of customer service so that patrons are satisfied and happy with their Hangar experience.
- Submit weekly timesheets.

To apply please email: [jobs@hangartheatre.org](mailto:jobs@hangartheatre.org) with your name and desired position in the subject line