



## Front of House Manager Job Description

CoHo Productions is hiring a Front of House Manager to oversee all front of house duties during productions at our 95 seat blackbox theater. The Front of House manager is responsible for the day-to-day front of house operations, providing professional, courteous, and high-level service while ensuring the safety, care, and comfort of all patrons.

### **Qualifications**

- Prior front of house experience at a performing arts venue and/or customer service experience
- Time management skills; highly organized
- Ability to remain calm under pressure and present a professional demeanor; exceptional customer service skills.
- Availability to work nights and weekends, as well as day shifts on Sundays
- People skills are a big plus
- OLCC certified
- Familiarity with Audience View ticketing software preferred, but not required

### **Duties**

- Phone - check messages, return calls, answer incoming calls during shift
- Set up CoHo lobby - restock bathrooms, clean concessions area, vacuum and clean lobby, set up front of house desk and checkin counter
- Maintain the theatre - dispose of trash, check seats, sweep when necessary
- Manage volunteer ushers - onboard ushers to their duties at the beginning of the night and oversee usher's during checkin and after the show concludes
- Check patrons in - conduct Covid screening, check patrons in using Audience View software, sell tickets at the door, process refunds, maintain waitlist
- Give curtain speech once stage manager has given you the OK to open house
- Remain in the lobby during the duration of the show to ensure space stays safe and secure
- End of Night Report - maintain documentation about the show and complete end of night report using Google sheets
- Deposit - complete deposit slip, balancing all ticket sales and concessions sales, and safely depositing cash balance at the end of the night
- Availability to run concessions counter - set up display, serve food and drinks, process transactions, balance POS system at the end of the night

### **How to Apply**

Please send a resume and coverletter to CoHo's Communication Director, Laurel Wilde, at [laurelcohoproductions@gmail.com](mailto:laurelcohoproductions@gmail.com).