Position: Front of House Specialist
Reports to: Front of House Manager
Employment Type: Part-time – Production Contingent

The Woodland Opera House is seeking a dedicated and customer-oriented individual to join our team as a Front of House Specialist. As a Front of House Specialist, you will play a vital role in ensuring a positive and memorable experience for our patrons. You will serve as the face of the Woodland Opera House, providing exceptional customer service, ushering, selling concessions, and assisting with ticket-taking duties.

Responsibilities:

1. *Patron Assistance:* Greet patrons with a warm and friendly demeanor, providing excellent customer service at all times. Assist patrons in finding their seats, addressing inquiries, and providing information about upcoming shows and events.
2. *Ushering:* Guide patrons to their seats, ensuring a smooth and orderly seating process. Maintain a pleasant and professional atmosphere within the theater, ensuring a positive experience for all attendees.
3. *Concessions Sales:* Operate the concession stand, offering a variety of refreshments and snacks to patrons. Accurately handle point-of-sale transactions, and ensure a clean and organized concession area.
4. *Ticket Taking:* Scan and validate tickets prior to performances, ensuring the smooth flow of patrons into the theater. Provide assistance to patrons with mobile or printed tickets, resolving any ticketing issues professionally and efficiently.
5. *Venue Presentation:* Assist with maintaining the cleanliness and presentation of the front of house areas, including the lobby, restrooms, and seating areas. Ensure a welcoming and inviting environment for all guests.

Requirements:

- Excellent customer service skills with a friendly and approachable demeanor.
- Strong communication and interpersonal skills.
- Ability to multitask and remain calm under pressure in a fast-paced environment.
- Detail-oriented with excellent organizational skills.
- Cash handling experience and basic math skills.
- Ability to carry 30 lbs and safely walk up or down two flights of stairs.
- Availability to work evenings and weekends as per the theater's performance schedule.

Please note that the ability to carry 30 lbs and safely navigate stairs is a physical requirement necessary for this role to assist with various tasks, such as moving equipment, setting up seating arrangements, or assisting patrons with accessibility needs.

The Woodland Opera House is an equal opportunity employer committed to fostering an inclusive and diverse workforce. We encourage applications from individuals of all backgrounds and experiences. Compensation is $17/hr.

To apply, please email your resume and a cover letter highlighting your relevant experience to e.tomich@woodlandoperahouse.org and write "**FOH Specialist**" in the subject field. We look forward to reviewing your application.

Note: This job description is intended to convey essential information about the scope and requirements of the position. It is not intended to be an exhaustive list of qualifications, skills, duties, or responsibilities associated with the role.