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

The Woodland Opera House is seeking a highly organized and customer-focused individual to fill the role of Front of House Manager. This position combines the responsibilities of a House Manager with additional duties related to running concessions and ensuring a safe environment for patrons.

Responsibilities:

1. House Management:
   - Oversee the smooth operation of all Front of House activities, including ticketing, seating, and crowd management.
   - Coordinate with the production team to ensure the timely opening and closing of the house for performances. Train and supervise Front of House staff, including ushers and ticket takers.
   - Maintain a welcoming and professional environment for patrons and volunteers. Address any patron concerns or issues and provide appropriate solutions.
2. Concessions and Point of Sale (POS):
   - Manage the concessions area, including operating the POS system, handling cash transactions, and maintaining inventory.
   - Ensure compliance with health and safety regulations related to food handling and alcohol service. Obtain and maintain RBS alcohol server certification as required.
   - Provide excellent customer service at the concessions stand, ensuring prompt and friendly service to patrons. Monitor inventory levels, and report shortages.
3. Safety and Certification:
   Be willing and able to obtain and maintain First Aid/CPR certification.
   Ensure compliance with safety protocols and emergency procedures during events.
   Assist with the implementation of safety measures, including evacuation plans and crowd control.
4. Customer Service:
   Provide exceptional customer service to patrons, addressing their questions, requests, and concerns with professionalism and courtesy.
   Create a positive and welcoming atmosphere for all guests, ensuring their comfort and enjoyment.
   Handle difficult or escalated customer situations with empathy and problem-solving skills.
   Foster positive relationships with patrons, volunteers, and vendors to enhance the overall experience.
5. Physical Requirements:
   Lift and carry objects weighing up to 30 lbs, such as equipment and supplies.
   Be comfortable repeatedly climbing and descending flights of stairs to perform duties such as seating patrons and conducting inspections.

Qualifications:

- Previous experience in front of house management or a related role is preferred.
- Strong organizational and multitasking skills, with the ability to prioritize and meet deadlines in a fast- paced environment.
- Excellent communication and interpersonal skills, with the ability to interact effectively with diverse individuals, including staff, volunteers, patrons, and vendors.
- Proven leadership abilities, including the ability to train, supervise, and motivate staff.
- A customer-centric mindset with a passion for providing exceptional service.
- Willingness and ability to obtain and maintain RBS alcohol server certification.
- Proficiency in using point-of-sale systems and handling cash transactions.Flexibility to work evenings, weekends, and holidays as required by event schedules. Ability to lift and carry objects weighing up to 30 lbs and repeatedly climb and descend flights of stairs.

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. The pay range is $20-$22/hr DOE.

To apply for this position, please submit your resume, cover letter, and references to e.tomich@woodlandoperahouse.org. Thank you for your interest in joining the Woodland Opera House team.

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.