



Position: Front Office Coordinator

Reports to: Executive Director

Employment Type: Part-time - 20 hours per week

Compensation: \$25.00/hr

The Woodland Opera House is seeking a dedicated and customer-oriented individual to join our team as a Front Office Coordinator. The Front Office Coordinator serves as the welcoming face and voice for the Opera House. A fundamental part of this role is maintaining a consistent physical presence to keep the venue open and accessible to the public, managing daily box office sales, and ensuring the facility is comfortable, safe, and presentable. Alongside these core operational duties, this position provides vital administrative support to the organization, including working closely with the Bookkeeper to facilitate financial operations.

The ideal candidate is socially savvy, radiates a positive disposition, and consistently represents the company in an exemplary manner. They must possess high professional integrity, fostering a healthy workplace culture, while ensuring every guest, patron, and staff member feels valued.

Key Responsibilities:

1. Box Office Operations & Guest Relations

- Serve as the primary point of contact for the Opera House, warmly welcoming guests, patrons, and visitors to the building.
- Answer box office phones, process ticket sales, handle exchanges, and accurately manage customer data using the ticketing software.
- Provide excellent customer service by answering questions regarding upcoming performances, seating, pricing, and venue policies.
- Act as a positive ambassador for the company at all times, ensuring every interaction reflects the organization's values and commitment to the community.

2. Facility & Daily Operations

- Execute daily opening and closing procedures for the theatre and front office.
- Ensure the building is consistently well-maintained, presentable, and ready for public access and events.
- Manage environmental controls, including setting and monitoring the HVAC systems to ensure the comfort of patrons, artists, and staff.
- Monitor the general condition of the public spaces and report any maintenance, cleaning, or repair needs to the appropriate personnel.

3. Concessions Coordination

- Manage concessions operations, including ordering, receiving, and tracking inventory (beverages, snacks, and supplies).
- Ensure the concessions area is fully stocked and organized prior to all events and performances.
- Manage concessions cash tills, track sales data, and reconcile concessions revenue deposits following productions.
- Coordinate supply donations, including placing orders, confirming details with vendors, and pick up.

4. Bookkeeping Support & Accounts Payable Preparation

- Work with the Bookkeeper to ensure smooth financial operations. Collect, organize, and prepare incoming checks, bills, invoices, and reimbursement requests for the Bookkeeper's processing.
- Coordinate check signatures, manage autopay receipts, and maintain accurate filing of all financial documents, deposit forms, and voided checks.



5. General Administration

- Manage the flow of communication through the front office, including receiving and distributing mail and packages.
- Direct general inquiries (phone, email, and in-person) to the appropriate staff members or departments.
- Maintain and order office supplies, ensuring the front desk and administrative areas are well-stocked and organized.
- Provide general clerical and administrative support to the management team as needed.

Qualifications & Skills

- *Customer-Focused*: Proven experience in customer service, retail, box office sales, or front desk administration.
- *Socially Savvy & Positive*: Exceptional interpersonal skills with a naturally positive disposition. Ability to read social cues and interact gracefully with a diverse range of patrons, donors, artists, and staff.
- *High Integrity*: Strong commitment to professionalism, maintaining confidentiality, and actively contributing to a positive work environment.
- *Reliable*: Highly punctual and dependable, as physical presence is critical to keeping the Opera House open to the public.
- *Tech-Competent*: Comfortable using ticketing/CRM software, multi-line phone systems, and basic office applications (e.g., Microsoft Office, Google Workspace).
- *Detail-Oriented*: Highly organized with the ability to manage financial documents, ticket transactions, and administrative tasks accurately.
- *Proactive*: Capable of managing basic facility operations (e.g., HVAC controls, opening/closing protocols) and taking ownership of the building's presentation.

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.

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 \$25/hr.

To apply, please email your resume and a cover letter highlighting your relevant experience to e.tomich@woodlandoperahouse.org and write "**Front Office Coordinator**" 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.