

# FIELD ARTS & EVENTS HALL

201 W. FRONT ST  
P.O. BOX 71  
PORT ANGELES  
WA 98362

360.477.4679  
FIELDHALLEVENTS.ORG

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## Front of House Associate

### Position Type: Part-Time (Non-Exempt)

Reports To: Box Office and Gallery Manager

Compensation: \$18/hour

Schedule: Average of 10 hours per week, including nights, evenings, and weekends

## About Field Hall

Field Arts & Events Hall represents the newest and most significant arts, entertainment and special events facility found anywhere in the region. Field Hall hosts local, regional, national and international music and performance artists inside the 500-seat Donna M. Morris Theater.

## Job Overview

Field Arts & Events Hall (Field Hall) strives to provide a seamless, enjoyable, and safe experience for all patrons. Our Front of House team plays a vital role in supporting event operations and upholding Field Hall's high standards of guest service and safety.

We are seeking a dynamic, detail-oriented Front of House Associate to serve in a dual capacity as Box Office Associate and House Manager. In this flex role, you will help drive our front-line customer service, support smooth event operations, and lead a team of volunteer ushers and greeters.

## Key Responsibilities

### Box Office:

- Process ticket, membership, and gift certificate sales using the Ludus ticketing system
- Provide prompt and friendly customer service via phone, email, and in-person
- Send pre-show information and post-show surveys to patrons
- Respond to inquiries and resolve ticketing or membership questions professionally

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- Assist with group sales and promotional campaigns
- Support member benefits administration, including early access and complimentary tickets
- Coordinate with and instruct volunteer ushers and greeters before performances
- Maintain accurate records of sales, memberships, and patron interactions
- Prepare daily deposits and reports of all transactions

## Event Operations:

- Oversee lobby and Front of House operations before, during, and after events
- Assist patrons and volunteers with the use of the Ludus ticketing system
- Implement the Emergency Response Plan in the event of an emergency
- Maintain communication between staff and departments to support event logistics
- Handle and resolve guest service issues calmly and professionally
- Supervise and direct volunteer ushers and docents, providing guidance as needed
- Complete post-event reports including volunteer performance, incident reports, and other event notes
- Maintain accurate records of volunteer hours for future reporting
- Conduct building security checks at event close and ensure all doors are properly locked

## Qualifications

- Experience in performing arts or live event venues preferred
- Training and/or experience in crowd management preferred
- AED/BLS certification preferred
- Strong leadership, communication, and problem-solving skills

- Ability to work under pressure and maintain a positive, welcoming attitude with diverse teams and patrons
- If you are a proactive team player who thrives in a vibrant, fast-paced environment, we'd love to hear from you!

### **Application Process**

Applicants must submit the following to be considered:

- Cover Letter
- Resume

To apply, please send your resume and cover letter to [shannon@fieldhallevents.org](mailto:shannon@fieldhallevents.org) with the subject line Front of House Associate Position

Any offer of employment is contingent on a successful background check.

This description outlines the core responsibilities and expectations for the Front of House Associate role at Field Hall. It is not an exhaustive list and may evolve based on the organization's needs. The Front of House Associate must consistently demonstrate a proactive, self-starting attitude, with a focus on maintaining exceptional standards of food safety, quality, and operational excellence.

### **Equal Opportunity Employer:**

Field Hall is an equal opportunity employer and values diversity. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.