

FIELD ARTS & EVENTS HALL

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Front of House Manager Position Type: Part-Time

Reports To: Box Office and Gallery Manager

Compensation: \$20/hour

Schedule: Average of 20-25 hours per week, including evenings, weekends, and holidays as needed

About Field Hall

Field Arts & Events Hall (Field Hall) aims to create a welcoming, professional, and efficient front-of-house environment that supports our diverse event programming. The Front of House Manager plays a vital role in creating a warm, efficient, and supportive environment for patrons & volunteers.

About the Position

Field Hall is seeking a dynamic and detail-oriented Front of House Manager to join our Box Office team. The Front of House Manager plays a crucial role in ensuring that all patrons and volunteers have a comfortable, enjoyable, and safe experience during events. This part-time position requires flexibility, with an average of 20-25 hours per week, including nights, evenings, and weekends.

DUTIES & RESPONSIBILITIES

Event Operations Management (House Manager)

(~15 hours/week):

PREPARATION FOR EVENTS

- Coordinate all pre and post-show communication to patrons, including “Know Before you Go” emails and post-event surveys.
- Manage data collection and interpretation of surveys & patron attendance data.

On Event Days

- Oversee and manage lobby and Front of House operations during events.
- Ensure Field Hall’s theater, lobby, and guest service areas are in show-ready condition in preparation for patron arrival.
- Creates and maintains a positive, professional, user-friendly and ADA compliant box office environment.
- Ensure a welcoming environment for patrons
- Assist both ushers & patrons with the use of Ludus, Field Hall’s ticketing system.
- Manage on-site donations during performances.

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- Manage merchandise sales for both Field Hall branded merch and artist merch. This entails entering items into the Point of Sale, counting in and out a till, directing volunteers on how to use the Point-of-Sale system and reconciling/reporting on merch at end of evening.
- Handle all financial reporting relating to merchandise sales.
- Handle payouts at the end of the evening with artist (performance fee and merch payout) as needed.
- Know and execute the Emergency Response Plan during emergencies.
- Communicate with various staff members and departments for seamless event operations.
- Address and resolve any patron issues or concerns promptly and professionally.
- Coordinate and direct volunteer ushers and docents, providing them with necessary guidance and support during events, and ensuring that patrons receive excellent service.
- Create detailed reports to document event operations, including any incidents reports, volunteer performance, and overall event success.
- Maintain records of volunteer hours and attendance for future reference and reporting.
- Manage access to the building by locking and unlocking doors before and after events.
- Assist with late seating by guiding patrons to their seat.
- Outside of events, Front of House Manager will also attend weekly production meetings and monthly Safety Committee meetings to ensure both safe and seamless event operations.
- Perform security sweeps and close the building at the end of events.

Volunteer Management (~5 hours/ week)

- Serve as the main point of contact for all volunteers.
- Manage volunteer applications
- Manage volunteer records, such as hours served, volunteer agreements & roster.
- Manage communication between Field Hall and volunteers.
- Answer questions and provide timely updates regarding shifts, events, and policies.
- Build & manage all volunteer opportunities through volunteer database (Signup.com)
- Assist volunteers in signing up for shifts through volunteer management program (Signup.com).
- Oversee approvals for hours served & shift approvals.
- Ensure all volunteer shifts are adequately staffed based on event requirements.

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- Offer regular training sessions for volunteer ushers and art docents.
- Develop and update volunteer training materials.
- Foster a positive and engaging environment for volunteers.
- Recognize and appreciate volunteer contributions through regular communication, incentive programs, and appreciation events.

QUALIFICATIONS

- Experience in performing arts preferred.
- Experience in volunteer management preferred
- Experience & training with crowd management preferred.
- AED/BLS Training preferred
- Exceptional leadership, problem-solving, and communication skills.
- Attention to detail
- Ability to work independently
- Computer literate - This position requires use of various technology, including ticketing system (Ludus), CRM use (Tripleseat), Apple devices, computers, scanners, WhatsApp, Toast POS, building infrastructure (Crestron, Rockbot, etc.), door unlocking software, assisted listening devices. You will be expected to be fluent and the point of contact for problem solving technological issues at events.
- Able to work well with a variety of personalities and maintain a positive attitude even in highly stressful, time sensitive situations.

Application Process

Applicants must submit the following to be considered:

- Cover Letter
- Resume

To apply, please send your resume and cover letter to info@fieldhallevents.org with the subject line Front of House Manager.

As an equal opportunity employer, we highly encourage people from historically marginalized groups to apply, including people of color, persons with disabilities, and members of the LGBTQ+ community.

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

This description outlines the core responsibilities and expectations for the Front of House Manager role at Field Hall. It is not an exhaustive list and may evolve based on the organization's needs. The Front of House Manager must

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consistently demonstrate a proactive, self-starting attitude, with a focus on maintaining exceptional standards with customer service, safety, quality, professionalism and operational excellence.