FIELD
ARTS &
EVENTS
HALL

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JOB DESCRIPTION
House Manager Associate – P/T

Position Overview

The Front of House Associate is a floater position that serves in two distinct roles, *House Manager* and *Box Office Attendant*, depending on the needs of a given event or shift. As House Manager, this person serves as the primary on-site contact for patrons on the day of a show, overseeing all customer-facing operations during performances and events. As Box Office Attendant, they are responsible for ticket sales, membership administration, and patron communications before and during events.

The Front of House Associate maintains a welcoming environment, handles patron seating and ticketing inquiries, trains and manages volunteer ushers, and ensures that events begin on time. They are the first point of contact for all on-site emergencies. The role requires strong leadership, exceptional communication, and problem-solving skills, as well as comfort with a range of technology platforms. This position reports directly to the Front of House Manager.

Job Details

Pay Rate: $20/hour, Part-Time, Non-Exempt

Schedule: Evenings and weekends required; hours vary by event schedule, not to exceed 40 hours/week

Key Responsibilities

House Manager

- Oversee audience entry, seating, and exit to maintain safety and accessibility standards.
- Ensure Field Hall's theater, lobby, and guest service areas are in show-ready condition prior to patron arrival.
- Train and coordinate volunteer ushers and docents, providing guidance and support throughout the event.
- Liaise with the Box Office to ensure all ticketholders are seated before curtain.
- Coordinate with Stage Manager and production team to ensure seamless event timing.
- Seat late-arriving patrons according to policy.
- Handle patron inquiries, complaints, and special requests with professionalism and efficiency.
- Manage on-site donations during performances.
- Oversee all merchandise sales — both Field Hall-branded and artist merchandise — including entering items into Toast POS, counting tills in and out, directing volunteers on POS use, and reconciling and reporting at end of evening.

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- Process artist payouts at end of evening (performance fee and merchandise settlement) as needed.
- Know and execute the Emergency Response Plan; serve as first point of contact for all on-site emergencies.
- Maintain cleanliness and organization of all patron-facing spaces, including the lobby and restrooms, restocking supplies as necessary.
- Manage building access, including locking and unlocking doors before and after events.
- Conduct security sweeps and close the building at the conclusion of each event.
- Prepare and submit a Front of House event report at the close of each shift, including any incident documentation and volunteer performance notes.

Box Office Attendant

- Sell tickets in person and over the phone using Ludus, Field Hall's ticketing system.
- Provide accurate event information including pricing, seating options, showtimes, accessibility accommodations, and venue policies.
- Sell and administer Field Hall memberships.
- Process payments accurately (cash, card, check, and gift card) and follow proper cash-handling procedures.
- Resolve ticketing issues including exchanges, refunds (per policy), and lost ticket assistance.
- Maintain complete financial records of transactions, will-call lists, and daily sales reports.
- Support patrons with accessibility needs.
- Coordinate with Front of House staff to ensure smooth entry and crowd flow.
- Answer phones and respond to inquiries with professionalism and clarity.
- Open and close the box office according to established procedures.

Technology Requirements

This position requires proficiency with a range of platforms. You will be expected to become fluent in each system and serve as the on-site point of contact for troubleshooting during events. The ability to learn new technology quickly is essential.

- Ticketing: Ludus
- Point of Sale: Toast POS
- CRM and event management: Tripleseat
- Staff communication: WhatsApp
- Building systems: Crestron (AV), Rockbot (music), door access software

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- Apple devices, computers, and ticket scanners
- Assisted listening devices

Qualifications

- Prior experience in event management, theater operations, or customer service leadership.
- Proven ability to manage high-pressure situations and crowds with calmness and professionalism.
- Strong organizational, communication, and problem-solving skills.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- Comfort with technology and the ability to learn new systems quickly; must be willing to serve as the on-site troubleshooting contact.
- CPR/AED and First Aid certification (or willingness to obtain).
- Experience managing volunteers or part-time staff preferred.
- Knowledge of theater or event ticketing systems is a plus.

Requirements

- Must be able to bend, stoop, lift and carry items weighing up to but not limited to 50 pounds on a regular basis.
- Must be able to occasionally push/pull up to but not limited to 75 pounds.
- Must be able to stand and or walk for long periods of time.
- Must be able to perform simple grasping, fine manipulation, overhead reaching, and repetitive hand, and arm movements frequently. Must have great communication skills and have strong interpersonal skills.

- Shows respect and sensitivity for cultural differences; treats people with respect; works ethically and with integrity; upholds organizational values.
- Reacts well under pressure; treats others with respect and consideration regardless of their status or position; exhibits a high degree of emotional intelligence.

Applicants must submit the following to be considered for the position:

- Cover letter, must state preference of FT or PT
  Resume
- Application

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

To apply, please send resume and cover letter to rhoda@fieldhallevents.org with subject line Finance Manager.

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Any offer of employment is contingent on successful background check.

ABOUT FIELD ARTS & EVENTS HALL

Field Hall's **mission** is to provide a home for arts and events that brings people together and strengthen our community.

Field Hall's **vision** is to inspire, nurture and empower the local arts community and to enrich the cultural life and educational experience of residents and visitors by merging arts, science, and culture and sparking economic development.

Field Hall's **values** respect all peoples and cultures through arts excellence and inclusive programming and is a welcoming place for all in our community to connect through creativity.

Field Hall will:

- Serve, strengthen, and showcase arts and culture in Port Angeles.
- Draw people of all ages and backgrounds to downtown Port Angeles for a variety of activities year-round.
- Celebrate what is unique about Port Angeles and enhance its reputation.
- Be a core piece of Port Angeles' identity – a source of community pride.

With its 500-seat multi-purpose auditorium, 300-seat state-of-the-art conference facility, art gallery, catering kitchen, and coffee shop, Field Hall represents the newest and most significant arts, entertainment, and special events combination found anywhere in the region.

As a performing arts center, Field Hall will serve the North Olympic Peninsula as a host for artistic programming produced by new and existing local nonprofit performance, cultural, and education groups and as a presenter of world-class artistic and cinematic programming to audiences.

As a venue for conferences and events, Field Hall will serve as a modern critically needed venue for community gatherings, meetings, non-profit seminars, and local business events as well as a full-service event center for regional and national conferences, sales and marketing events, tourism conclaves, etc.

Sitting immediately adjacent to the City's new waterfront esplanade, the building features breathtaking views of Vancouver Island, the Strait of Juan de Fuca to the North, and the Olympic Mountains to the South. In so doing, its architecture captures the vibrancy, sense of community, and natural beauty of the surrounding area.