

**Date Posted:** 9/22/22

**Position:** Front of House Services Staff Member

**Pay Range:** Part-Time Hourly, \$13.50/hours + Cash Tips

**Commitment:** 10-20 hours per week, 30 weeks per year. Evening and weekend availability are essential. Shows run Thursday through Sunday.

**Scheduling:** Arranged monthly with Patron Services Manager (PSM)

## **Our Organization**

Riverside Theatre is a professional theatre that connects artists and audiences through intimate, engaging, and provocative productions from the classics to new works, and provides an artistic home for regional theatre professionals.

## **Our Mission**

A great city deserves serious theatre. Theatre that sparks discourse, builds community, delights, inspires, breaks down barriers, and explores the complexities of the human spirit. Riverside Theatre strengthens the cultural fabric of Iowa City through intimate, engaging productions from classics to new works, fostering a deeper appreciation for the dramatic arts.

## **Job Description**

Front of House Staff Members work closely with the Patron Services Manager to maintain box office and concessions activities in a professional and welcoming manner. FOH Staff provide excellent customer service and work in collaboration with other staff and volunteers. We are looking for individuals who appreciate the mission of Riverside Theatre and are excited to be the first point-of-contact for Riverside's patrons as we welcome them to our theater.

## **Core Duties**

*Event and daily operations:*

- Process ticket orders, memberships, and donation transactions in-person, over the phone, and through email
- Sell concessions and merchandise, get familiar with menu items to be able to provide answers and recommendations
- Handle cash and credit card transactions and reconcile the cash drawer at the end of shifts.
- Maintain inventory in concessions and the box office and alert the PSM of any needs
- Keep the front-of-house areas – from the front doors to the lobby – clean and welcoming (vacuuming, dusting, resetting furniture)

*Communication:*

- Stay knowledgeable of Riverside patron policies and event info
- Communicate box office and concessions inventory or supply needs with the PSM

- Share any recommendations to PSM on better processes or improvements as identified during shifts
- Communicate clearly and professionally to all staff, artists, and patrons

*Support:*

- Occasionally, FOH staff may be asked to take on additional duties as assigned by the PSM including but not limited to distributing will-call tickets, coat check, communicating with stage managers, or seating patrons

**Required qualifications:**

- Computer literacy
- Experience and skills with customer service
- Experience with money handling
- Must be 18 years old (to be able to sell alcoholic beverages)
- Comfortable checking IDs
- Works well independently and in teams

**Desired qualifications**

- Comfortable with crowds and crowd management
- Experience with ticketing software and point of sales systems
- An appreciation for theatre arts and Riverside Theatre's mission, vision, and values

**Please note:**

All Riverside Theatre employees are required to be fully vaccinated against Covid-19 and will be asked to provide a vaccination card. In addition to organizational policies, staff is expected to follow any current mask or other Covid-19 policies that may be in place at the theater. Riverside Theatre will follow all CDC and City of Iowa City Covid-19 restrictions and mandates.

The selected applicants will receive additional training in CPR, FirstAid, and Nalaxone Distribution.

To apply, please send your current resumé and three professional references to Patron Services Manager Kyle Schindler at [kyle@riversidetheatre.org](mailto:kyle@riversidetheatre.org).