



Organization: Riverside Theatre
Job Title: Front of House Services Staff Member/Stand-In House Manager*
Reports To: Patron Services Manager/Managing Director
Category: Part-time/Hourly, 10-20 hours per week
Commitment: 30 weeks per year. Evening and weekend availability are essential.
Start Date: The week of Sept 30
Application Deadline: Sept 27, 2024
Hourly Wage: \$14.50/hr
Scheduling: Arranged monthly with Patron Services Manager (PSM)

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.

*Once hired, the applicant will get trained to fill in as the House Manager for performances when the Patrons Services Manager is unavailable to be on site. While training is required, covering the position will be voluntary and discussed with the applicant before scheduling.

Applicants are asked to send a cover letter and resume to irena@riversidetheatre.org. The role will begin as soon as possible as availability permits for the selected candidate.

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
- 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