

POSITION: FRONT OF HOUSE MANAGER (Full Time)
REPORTS TO: Patron Relations Manager
FSLA: Exempt
UPDATED: May 2018

Posted: June 5, 2018

Apply By: 5:00 P.M. June 18, 2108

Please send cover letter and resume to: Careers@PabloCenter.org

JOB SUMMARY:

The front of house manager is responsible for overseeing public areas of the arts center during events, workshops and rehearsals. Areas of oversight include the lobby, concession stands, the theaters, and any other spaces being used for performance events. This position manages and motivates all ushers, beverage station attendants, and patron services associates during events. Additionally, and most importantly, the Front of House Manager ensures that the experience of each patron is enjoyable and safe. This position reports to the Patron Relations Manager.

This position is a unique opportunity to be part of the ground floor team and will include projects and tasks spanning varying departments and areas. The duties are broad, and often of a complex and confidential nature. Must perform all tasks with a wide latitude for exercising discretion and judgment. This position requires ample experience managing confidential matters and a comfort level with interfacing professionally and preparedly with staff, board members, and community stakeholders.

Schedule will flex between daytime, evening and weekend hours depending on the events schedule, generally with a majority of hours on nights and weekends. Salary range of \$30,000 - \$32,500 and/or commensurate with experience.

Duties:

- Ensuring that every interaction a patron has with Pablo Center is positive and memorable.
- Enforcing policies and procedures as outlined in the employee handbook.
- Encouraging a kind, collaborative, creative, and energetic work culture.
- Working with Patron Relations Manager in identifying and screening ushers, beverage center attendants and patron services associates.
- Overseeing employees, as dictated by the organizational chart.
- Acting as house lead and building supervisor for the majority of events.
- Scheduling and training patron services associates, ushers and beverage center attendants for events.
- Identifying, purchasing and stocking of concession products and supplies.
- Managing product updates or changes in point of sale system.
- Counting and closing out daily cash and sales.
- Reporting beverage, concession, merchandise sales and other figures as needed.
- Educating guests, team and community members about our purpose, philosophy, and vision.
- Addressing and documenting any infractions of policies and procedures by any direct reports.

- Working with Artistic Programming team to coordinate with external groups' management to ensure artist satisfaction with food, beverage and space - working with local artisanal chefs, bartenders and producers to showcase our local terroir.

Additional Responsibilities

- Attending and actively participating in staff meetings.
- Updating job knowledge by participating in educational opportunities/professional development.
- Identifying, recommending and implementing system improvements.
- Key holding.
- Cash handling.
- Performing other related duties as assigned.

PREFERRED SKILLS:

- Bachelor's or Associate's Degree.
- Previous experience working in an arts center and/or non-profit organization.
- Experience successfully managing staff.
- A minimum of three years of work experience in related field required.

REQUIRED SKILLS:

- Proven track record of self-starting, with an emphasis on creating or streamlining systems for maximum efficiency.
- Highly professional demeanor with a growth mindset.
- Must possess excellent oral, written communication and presentation skills, with a focus on a high degree of tact and professionalism in representing Pablo Center at all times.
- Willingness to support internal and external stakeholders with flexibility, collaboration and positivity.
- Must be able to anticipate project needs, discern work priorities and meet deadlines with little supervision.
- Must be willing to work flexible schedule, including evenings and weekends.
- Excellent interpersonal skills including the ability to build rapport both in person, via email and by phone, with high professionalism.
- Detail-oriented, organized and able to manage multiple daily priorities.
- Ability to manage multiple projects and work assignments concurrently.
- Ability to work effectively under pressure and with deadlines.
- Proficient in Microsoft Office, experience with Adobe Acrobat Pro, database software and point of sale systems.
- Ability to work well in a collaborative environment with a team mindset.
- High degree of positivity and team attitude especially when managing multiple projects and priorities.
- Ability to work on tight deadlines.
- Demonstrated curiosity and willingness to learn new skills.

BENEFITS: Eligible for all standard benefits available to other full-time employees.