



NEWBERRY
OPERA HOUSE
PERFORMING ARTS CENTER

POSITION: Front of House Manager

TYPE: Exempt, 40 hours per week, Flexible schedule, with weekends and evenings as required.

REPORTS TO: Director of Events & Programming

General

The Front of House Manager will perform a variety of tasks to ensure the smooth, safe, and efficient operation of the theatre. Most importantly, they will oversee the flow of patrons from arrival to departure, as well as emergency management during events. The Front of House Manager recruits, trains, schedules, and supervises volunteer staff, concessions operators, and front of house staff. They, through their team, will be responsible for the opening and closing of the house on performance days.

Primary Responsibilities

- Develop and maintain current and in-depth knowledge of schedule, events, and all sellable items and updates.
- Greet visitors and monitor lobby. Give tours if tour guides are not available and staff can be spared from the box office.
- Work in a speedy manner to ensure that customer queues are served quickly and wait times are minimal.
- Help maintain order and ensure adherence to safety rules.
- Settle seating disputes or help solve guest concerns.
- Serve as primary House Manager of the Opera House.
- Resolve escalated customer issues and/or complaints in a timely, courteous, and informed manner – escalating these concerns to the Director of Events & Programming or Executive Director when needed.
- Assist with interviewing, hiring, and training process for Part Time FOH Staff.
- Think proactively – trying to anticipate problems that could arise.
- Ability to obtain an in-depth knowledge of Patron Manager – a web-based CRM and ticketing system and box office operations.
- Provide exceptional customer service to all patrons, clients, **and internal** staff.
- Contribute to the environment of the house by maintaining a positive attitude.
- Perform other duties and special projects as assigned.

Essential Responsibilities of the Front of House Manager *These examples do not include all possible tasks & do not limit the assignment of related tasks.*

- Manage volunteer program to include training, scheduling, and supervision.
- Program online volunteer sign-up for shows and shifts.
- Create weekly assignment and help needed emails to volunteers.
- Oversee inventory reporting and stock.
- Oversee ordering of concessions products and expiration date control.
- Oversee concessions staffing and receptions planning.
- Schedule & train artist merchandise staff.

- Supervise night of day of show shifts when on duty.
- Open and close the building as needed.

Requirements

High School Diploma or GED; at least 1-5 years of related experience preferred.

To be successful in this role, the ideal candidate should also have:

- Competency in required job skills and knowledge.
- An ability to establish and maintain effective relations with patrons, clients, and staff.
- A passion for the NOH mission and an ability to inspire others to get involved.
- Strong networking, presentation, and relationship building expertise.
- High level of computer literacy with proficiency in working with Office, Google Docs, and relevant social media skills.
- Strong written, verbal, and interpersonal skills.
- Strong fiscal management skills. Advanced knowledge of cash handling a plus.
- Experience working with ticketing software a plus.

To apply, please submit a cover letter and resume to careers@newberryoperahouse.com with FOH Manager + Your Name in the subject line.