



— SANTA CRUZ —
SHAKESPEARE

Front of House Manager

ROLE DESCRIPTION:

Under the direction of the Director of Operations and the Front-of-House Supervisor, FoH Managers will manage all theater front-of-house theater needs during performances in The Grove at De Laveaga. With the assistance of FoH team members, overall duties will include caring for the health and safety of audience members and providing excellent support when inquiring into the theatre's facilities. Front-of-house managers will also have an in-depth knowledge of the theatre, knowing how to get to the seats, bathrooms, concessions, and other patron-needed facilities, as well as being able to recommend additional season shows and upcoming performances to inquire patrons. They will also oversee sorting facilities for disabled audience members, such as sorting seating for wheelchair access or seat cushions for patron comfort throughout performances. Lastly, team members must provide patrons with a memorable theatre experience with Santa Cruz Shakespeare.

ESSENTIAL DUTIES / RESPONSIBILITIES INCLUDE:

- Must maintain a professional demeanor and image to ensure the highest level of customer service.



- Must be able to be diplomatic and take into consideration diverse populations who visit The Grove as well as the limitations of those who volunteer.
- Must be able to manage several responsibilities at once.
- Will be required to work non-traditional hours, including nights and weekends, as assigned.
- Oversee ushers, patron safety, and Americans with Disabilities Act (ADA) compliance.
- Coordinate activities (timing, intermissions) with the Stage Manager.
- Oversee all ticket scanning and house count.
- Respond effectively during emergencies following approved protocol, including evacuations, and knowing whom to call and which paperwork to fill out and process.
- Compiling information about performance for the nightly House Manager's report.
- Working with new volunteers and participating in orientations.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- May have to lift heavy program boxes and tables.
- May have to "refresh" the bathroom as custodial is not always present for performances.

QUALIFICATIONS:

- Prior customer service experience
- Have the flexibility to work weekly hours depending on show performances. Performance hours will include evenings and weekends through at least 11 p.m.
- Must work independently and perform in a fast-paced, dynamic work environment.



- Excellent verbal and written communication and documentation skills are required.
- Candidates must be able to successfully handle multiple priorities in sometimes high-stress situations, can work with the public, and possess conflict resolution skills.
- Proficiency with Microsoft Office, including Word, Excel, and other cloud software applications as required.

COMPENSATION:

The starting pay for this position will be determined based on previous experience and skills, plus overtime and tips (when applicable). This seasonal position runs, and hours will be determined based on the summer performance schedule.

