



— SANTA CRUZ —
SHAKESPEARE

Front of House Team Member

ROLE DESCRIPTION:

Under the direction of the Director of Operations and Front-of-House Supervisor and Managers, the front-of-house team members will assist in all front-of-house operations in The Grove at De Laveaga. Overall duties will include ticket scanning, overseeing ushers, lobby setup and take-down, and program distribution for events and performances. Front-of-house team members will also help with setting up, cleaning, and preparing “The House” (theater seating) for patrons before opening the venue to our patrons. This will include distributing member seating cushions, helping with pre/post-show house “sweeps,” and assisting with all opening, during, and closing venue tasks with assistance from all front-of-house departments. 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 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.
- Communicating any information about performance to managers for the nightly House Manager's report.

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, have the ability to 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.

