

**JOB DESCRIPTION**

Title: **Front of House Assistant Manager**

Salary: Commensurate with skills and experience

Hours: Full-Time

Full Time: Hourly

Reports To: Front of House Manager

Supervises Front of House Staff and Volunteers

**SUMMARY**

The Front of House Assistant Manager is responsible for operational aspects of the Theater and is charged with delivering an exceptional patron experience from ticket purchase until end of the performance. Direct oversight is focused on Front-Of-House Operations, including Box Office, Concessions, and Facility Maintenance.

Exceptional patron experience includes safety and comfort for each performance, 100-150 annually, so patrons enjoy a safe, pleasant experience. The Front of House Assistant Manager will assist in running box office operations and supervising and working closely with the Front of House Manager and the rest of the box office team in cooperation with the ABT marketing department. This person serves as House Manager at events when the Front of House Manager is unavailable including supervising the concessions, volunteers, and other logistical facility issues that ensure theater operations run smoothly. This person will work with the Technical team as needed to ensure all aspects of the event are advanced and adequate security is provided. This person will work with managers, artists, and appropriate individuals in coordinating artist merchandise.

As a representative of the theater this person must exhibit strong communications skills, good humor and a professional appearance. They must be decisive and able to work in a fast paced, stressful environment as well as work collaboratively with all staff and key stake holders to insure high professional standards. This position will be required to work flexible hours including nights, weekends, and holidays. In addition, the Front of House Assistant Manager must possess computer skills and ability to work with databases and spreadsheets, financial management skills including budgeting, inventory management, and reporting and knowledge of regulations pertaining to health and occupancy codes.

Success in this role will be measured by patron experience through patron surveys, touring company and artist experience through surveys, and growth in concession revenue.

To apply send a letter of interest and resume to: Jonny Harmon, Front of House Manager

jharmon@albertabairtheater.org