

Position: Front of House Manager

Reports to: Operations Director

Direct Reports: None

Indirect Reports: None

Status: Part-Time, Non-Exempt

Compensation and Benefits: \$15.00 hourly, Paid Time Off, Paid Holidays, Matched Retirement plan, Disability and Life Insurance

The Front of the House Manager will be responsible for the management of front-of-house operations before, during, and after performances. You will coordinate the volunteer and vendor activity, be a leader in creating a professional and welcoming environment for all guests. You are comfortable in a public-facing role. You place priority on creating relationships with patrons

About us

Stages tells compelling stories in an intimate setting where audiences can connect with both the art on stage and the people who create it. We produce a broad scope of plays and musicals ranging from jukebox musicals and family entertainment to world premieres and new work by emerging writers.

Stages was founded in 1978 and we've grown to become Houston's sixth largest nonprofit performing arts producer and the largest outside the downtown theater district. We perform year-round with an average of 12 productions and 75,000+ visitors each season. We're currently opening our new home, The Gordy, which will open during the month of January 2020. This effort is made possible by a now fully-funded \$34 million capital campaign.

We're a welcoming, collaborative culture that encourages each staff member to take initiative, share ideas and help shape the organization. Working at Stages hits the sweet spot between struggling startup and corporate behemoth.

About you

You're passionate about helping people and building relationships. You love hospitality and continuously go above and beyond to ensure others are having the best possible experience when visiting The Gordy. You are fantastic at making people around you feel special and developing personal connections. You are quick on your feet and flourish under pressure. You have the ability to make decisions quickly and to stand by those decisions. You understand that sometimes difficult conversations must be had with patrons but you don't shy away from necessary conflict. You thrive as the hub of a busy team, knowing that your work helps create unforgettable arts experiences for others.

What you'll do at Stages

- Be the main point of contact for all safety and emergency protocols that can arise during performances and events
- Prepare house and lobby for receiving patrons
- Monitor and report issues with lobby screens and/or signage
- Display signage for special events or performances
- Assess safety needs and respond accordingly (e.g. put out wet floor signs, umbrella bags, etc.)
- Monitor and report usher check in, check out, absent ushers, and training needs
- Supervise ushers in duties such as greeting patron, stuffing and distribution programs, scanner

usage, seating patrons, and answering questions

- Check restrooms prior to performance and report problems to housekeeping
- Manage issues with parking garage and parking attendants
- Work with box office to identify and serve those with varying abilities inside the theaters
- Work with stage managers to open/close houses, facilitate intermission times and address emergencies and any other issues in the house and lobby
- Give curtain speech or schedule designated Stages representative to give speech as needed
- Work with ushers to clean the house following each performance (e.g. Collect programs and other unclaimed articles) and close theaters following each performance
- Prepare and send house report at the end of the evening including attendance count, house opening/closing, and intermission times
- Follow procedures to address and report incidents in a timely manner
- Respond and report customer service issues, feedback, and needs

To excel in this job, you'll need

- 1+ years experience in hospitality or customer service
- Comfortable in a public role, providing leadership to staff and volunteer teams, and creating relationships with patrons
- High School Diploma or GED preferred
- A positive, customer-focused approach to work
- Passion for Stages' work and desire to play a vital role during a transformational period of growth

It's also great to have

- Confidence in a variety of business and social settings, and building relationships with people in a wide range of roles and industries
- An understanding and love for the arts industry

This is important

Stages is committed to advancing equity, diversity and inclusion. We are committed to creating and maintaining a safe creative environment for staff, artists and our community. We know that through discussion and expression we can continue to promote change in a positive direction. We believe that diversity on and off stage is important. We are committed to bridging cultural gaps and creating an environment of inclusion and equity for all. It is our intent to provide equal opportunities to all who may apply. We welcome every race, color, religion, sex, sexual orientation, national origin, age, genetic makeup, gender identity or expression, disability, veteran status and thinking style.

Our hiring process

First, send us some information about yourself—please include an introduction to help us understand who you are and why you're right for this position (eg: cover letter, email, personal statement, video) as well as anything you think might be helpful to understand your background, experience, and skills. This could include a resume, event materials, writing or other work samples, personal website, LinkedIn profile, etc.

Human Resources
Stages
800 Rosine St.
Houston, Texas 77019

humanresources@stageshouston.com

If we think you might be a good fit, we'll contact you to schedule an introductory interview with members of our Operations team. This conversation will help us learn about you, share more about the job and Stages, and answer your initial questions. From there, we may also invite you to talk with other staff members from positions across the organization so that you have an opportunity to explore Stages' culture and work environment, and we can get a sense of what you'll bring to the team.