

Summary

While leading a small team of Associates, the Front of House (FOH) Manager is responsible for maintaining the successful operations of the Box Office/Gift Shop, Concessions Stand, and related patron services at the theater. The FOH Manager will schedule staff and volunteer ushers, maintain financial records, ensure correct procedures for sales transactions, and ensure the safe and smooth flow of our patrons' experience. The FOH House Manager is an ambassador of the Cape Playhouse and is expected to deliver an exceptional level of customer service at all times.

Responsibilities Include:

- Oversee House Management, Box Office, and Concession operations and personnel
- Ensure that all areas of responsibility remain presentable and well organized
- Ensure all daily sale transactions are balanced
- Monitor the Box Office, Concessions, and Front of House inventory
- Schedule volunteer ushers for each performance
- Lead a training session at the beginning of the season to go over responsibilities and expectations for all volunteer ushers
- Assist patrons with special access needs
- Understand and manage emergency situations. Training will be provided on fire safety, medical urgencies, evacuation of the facilities, shelter in place situations, etc...
- Work shifts in Concessions, Box Office, and House Management as needed

Qualifications

Applicants must possess excellent leadership and customer service skills, the ability to maintain calm under pressure, the ability to lift 30lbs, and an appreciation for theater. Previous experience in a box office is preferred. Previous experience with AudienceView/OvationTix and Square are a plus, but not required as training will be provided.

Schedule

This is a seasonal full time position with varying shift times. While flexibility in shift scheduling is possible, all applicants must be available to work Evening and Saturday shifts. The Cape Playhouse is closed on Sundays and is a day off for everyone. This is a seasonal position from approximately May 20 to September 13, 2024

- Daytime Box Office shifts will be Monday-Saturday from 12:00-5:00
- Show Box Office shifts will begin 1 hour prior to each performance and finish after intermission.
- Concessions shifts will begin 1 hour prior to each performance and end approximately 30-45 minutes after intermission.
- House Management Shifts will begin 1.5 hours prior to each performance and end approximately 30-45 minutes after show ends.

Note: Matinees start at 2:00 pm and evening shows start at 7:30 pm

How to Apply:

Please send a brief cover letter

and resume to resumes@capeplayhouse.com. Please indicate FOH MANAGER in the subject line.

We are looking for 1-2 people to fill this role.

The Cape Playhouse is committed to equity and inclusion at all levels. Hourly Rate: \$19