



HOME OF



Front of House Associate

Reports Directly to: FOH & Audience Services Manager

The Front of House (FOH) Associate & Manager is responsible for supporting the built environment of the Sofia for all B Street employees, artists, and patrons through effective, hands-on building upkeep and top-notch customer service. Duties will include assisting with patron greeting & check-in, box office will-call, bar service, and ushering. This individual will work directly with the B Street team to ensure that all patrons, students, and teachers have a positive, memorable experience at this state-of-the-art venue.

RESPONSIBILITIES:

- Work directly with the FOH & Audience Services Coordinator to ensure a high-quality patron experience of the Sofia and provide FOH support as needed. This will include patron check-in, ushering/patron seating, and clean-up in between or after shows.
- Serve as House Manager for performances when needed. As House Manager, employee's duties will include:
 - Supervise Front of House staff and serve as the main point of contact during opening night performances and special events. This includes the management of Box Office staff, bartenders, ushers, and staff.
 - Reconcile bank receipts and prepare nightly deposits from multiple point-of-sale stations, balancing cash bags prior to the next shift.
 - Prepare thorough and accurate nightly sales and house manager reports.
 - Work effectively with stage management to ensure performances start on time and run smoothly, communicating ADA needs as appropriate.
 - Address unique or special situations quickly and solve problems efficiently.
 - Work with the General Manager to ensure building security and safety during performances, often serving as primary point person for all emergency situations.
 - A commitment to ensuring that all guests have the best experience possible by incorporating the 3 Cs: Connection, Cultivation, and Community.
 - Oversee cleanliness of all public spaces prior to performances. This includes lobby, downstairs and upstairs restrooms, Sutter Theatre, Voris Theatre, Upstairs at the B, courtyard, and front entrance. Assist with cleaning as needed to support Facilities staff.
 - Work directly with the General Manager and Facilities staff to ensure that all FOH needs are resolved in a timely manner.
 - Work directly with the Bar Manager to ensure all bartenders are providing fast and effective service to patrons, providing support as a Bartender or bar-back as needed.
 - Assist with patron greeting and ushering as needed.
 - Provide support in the Box Office as needed.
- Other duties as assigned by the senior staff.

Qualifications:

- Basic knowledge of building and facility maintenance.
- Physical requirements include the ability to safely navigate stairs, work in dark environments, and lift up to 20 pounds.
- Comfortable working with Microsoft Office.

- Janitorial or facility preparation experience is a plus.
- Customer service and vendor management experience.
- Night and weekend hours will be required.
- Trained in first aid/CPR/AED a plus.
- Positive, energetic outlook and the ability to effectively manage and interact with a variety of constituencies, from patrons and donors to staff and trustees.

Salary and Benefits:

- Compensation will start at \$18/hour.
- B Street makes 401(k) available to all regular employees who are at least 21 years old. You are eligible for the salary deferral portion of the plan under the terms and conditions set forth in the official plan documents.
- Dental, eye, chiropractic, acupuncture, and life insurance will be made available after 90 days of full-time work. The above insurance premiums will be partially subsidized by B Street Theatre. Your portion of all insurance premiums will be withheld through payroll deductions as permitted by law.