



HOME OF



Front of House Associate & House Manager

Reports Directly to: Front of House & Audience Services Manager

Reporting to the Front of House (FOH) & Audience Services Manager, the FOH Associate & House Manager is responsible for ensuring a high-quality, memorable patron experience at The Sofia through effective, hands-on building upkeep and top-notch customer service.

RESPONSIBILITIES:

- Supervise FOH staff and serve as the main point of contact during performances and special events including management of Box Office staff, bartenders, ushers, and staff.
- Assist with patron check-in, ushering/patron seating, and clean-up in between or after shows, addressing unique or special situations quickly and solving problems efficiently.
- Work effectively with stage management to ensure performances start on time and run smoothly, communicating ADA needs as appropriate.
- Work effectively with the General Manager to ensure building security and safety during performances, often serving as primary point person for emergency situations.
- Reconcile bank receipts and prepare nightly deposits from multiple point-of-sale stations, balancing cash bags prior to the next shift.
- Prepare and email thorough house management reports.
- 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 including the lobby, downstairs and upstairs restrooms, Sutter Theatre, Voris Theatre, Upstairs at the B, and courtyard and assist the Facilities staff as needed.
- Other duties as assigned by the senior staff.

QUALIFICATIONS:

- Experience in House Management or Service/Hospitality at a theatre or performing arts venue.
- High-quality customer service and vendor management experience.
- Able to safely navigate stairs, work in dark environments, and lift up to 20 pounds.
- Basic knowledge of Microsoft Office.
- First aid/CPR/AED certification preferred.
- 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 starting at \$18/hour.
- B Street makes 401(k) available to all regular employees who are at least 21 years old.
- 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.