

FRONT OF HOUSE ASSOCIATE

Individual reports to Patron Services Manager

Status:

Part-time (non-exempt)

Supervisory:

Front-of-House Volunteer(s)

Job Summary:

The Front of House Associates are the first level of communication a patron has with the Atlas. The primary responsibility of the Front of House Associate is to provide excellent customer service to patrons who are attending the Atlas. Front of House Associates are assigned to work in the box office and to work as house managers.

Essential Duties:

Greeting patrons in a professional, pleasant and courteous manner

Assisting patrons at the Atlas Box Office who are purchasing tickets or making donations in person or over the phone

Conduct sales and other transactions using Patron Manager software

Ensuring patrons are directed and seated in the right theatre

Interacting with patrons to ensure they are satisfied with their experience while at the Atlas

Perform house management pre-show responsibilities and work with the venue stage manager

Manage and maintain a clean and professional appearance of box office (not related to facilities), the welcome area in front of box office, and the welcome desk in the Kogod Lobby

Complete daily sales reporting and cash handling responsibilities

Qualifications:

Excellent customer service skills required. Strong mathematical skills required along with attention to detail. Must be able to work in a fast paced dynamic environment and capable of multi-tasking. Excellent oral and written communication skills are a must. Knowledge of Microsoft Office and ability to work with computers and learn new software (Patron Manager software). Strong communication skills and strong organizational skills are needed. The ability to work independently as well as in a team environment are a must. Ability to work well with deadlines.

Work Environment:

Ability to work in fast-paced, dynamic environment. Must be able to lift up to 25 lbs and climb a ladder.

Front of house associates must be available on weeknights and weekends as performances are during the evening and throughout the weekend. Some weekday shifts are available also.

Salary:

Hourly

To apply:

The Atlas Performing Arts Center is an equal opportunity employer. We welcome applications from all qualified candidates. Interested candidates should submit a cover letter, resume, three professional references, salary history and requirements to: humanresources@atlasarts.org.