

TITLE: Front of House Assistant

REPORTING RELATIONSHIPS:

The position reports to the Communications Coordinator.

Works directly with the Rental Coordinator and Front of House Staff.

POSITION SUMMARY:

The Front of House Assistant is responsible for assisting with the online and onsite ticketing and customer service of New York Live Arts. Along with the Front of House Staff, they are the primary customer service representatives for New York Live Arts as well as front desk services during weekday office hours for the organization. The Front of House Coordinator works to ensure the best customer service experience for all Live Arts customers and is responsible for ticket sales and reconciliation as well as providing administrative support to the Communications Coordinator as needed. The Front of House Assistant also works with studio renters and maintains the security of the Live Arts building.

RESPONSIBILITIES:

- Supervise and support Front of House staff to ensure timely performance start times, clean & secure lobby and performance spaces, timely reporting of performances, usher training and proper closing and security procedures are followed.
- Fulfill Phone and walk up sales.
- Maintain a clean and organized box office and lobby environment.
- Properly train FOH staff to lock and alarm Live Arts facilities at night.
- Submit bi-weekly Front of House & Bar staff payroll by Monday at noon.
- Train and support Front of House & Bar staff to be knowledgeable, friendly, effective and in compliance with New York Live Arts' goals, objectives, policies and procedures.
- Schedule Front of House staff and assist the Communications & Programming departments to coordinate FOH needs for all events, including rentals.
- Ensure providing daily sales report for Square, MindBody and PatronManager reports to the Finance Department on a daily basis.
- Initiate and execute improvements to lobby, including furniture, seating and lighting
- Increase café revenue and offerings
- Establish and manage accounts with wholesale food vendors
- Manage sales projections and monthly actuals throughout the year
- Provide sales reports to Director of Finance
- Provide copy for café menu, signage, promotions and social media postings
- Maintain inventory for merch and manage displays and sales

SPECIFICATIONS:

- Must be able to work weekdays, weekends, and evenings, 20 hours per week. With option to work an additional 9 hours per week in other FOH roles.
- Hourly pay is \$20/hour.
- Weekly schedule: Mon-Fri: 2-6pm. Employee initials: _____

QUALIFICATIONS:

- Applicants must have customer service and, preferably, box office/front desk experience
- The ability to multi-task, pick up information quickly, and think quickly under pressure.
- Knowledge of Microsoft Office and Google Workspace
- Knowledge of contemporary dance and theater field is a plus

- Knowledge or familiarity of Patron Manager (Salesforce) Platform and Mindbody online
- Positive attitude, flexible schedule, timeliness, attention to detail, and general comfort working with others.