



MARILYN RODMAN
PERFORMING
ARTS CENTER

Title: Director of Front of House Operations

Summary of Position:

The Director of Front of House Operation will be responsible for managing the Front of House Operations for events at the MRPAC. This includes supervising box office staff and volunteers during productions and events while providing a positive and welcoming experience for every audience member and artistic client of the MRPAC. The person selected for the role will be adaptable, able to work in a fast-paced environment, a confident team leader, an efficient problem-solver and someone who prioritizes high quality customer service. This position will also be responsible for coordinating volunteers to work during events at the theater. They will manage the Survey Monkey sign up and post on various online groups and provide trainings.

Applicants should possess a firm command of team management, customer service and de-escalation skills. The MRPAC Director of Front of House Operations must possess the ability to work effectively with a diverse population in an inclusive manner that makes everyone feel welcome.

Status: Part-time, approx. 3-6 hrs/week as needed. \$20/hr

Start Date: ASAP, pending training period

Specific schedules: Nights & weekends; specific hours vary based show schedules

Reports to: Executive Director

Manages: Front of House Managers, Volunteers

Works Closely With: Executive Director, Artistic Director, Operations Director, Bar & Concessions Managers, Box Office staff, volunteers, patrons & artistic clients

General Responsibilities:

- Recruit, schedule, supervise and train volunteers to successfully execute concessions operations, ushering and greeting;



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- Work 3 or more shows per month as a Front of House Manager. Warmly welcome patrons to the theater, assist with seating and box office issues; fill in as needed when the bar needs support
- Communicate process improvement measures to the Executive Director
- Manage concessions inventory and communicate needs to Concessions Manager and Executive Director weekly
- Be the point of contact in case of emergency evacuation; lead evacuation efforts if necessary
- Conduct safety inspections prior to events and performances; ensure compliance with all codes & permitting regulations
- Responsible for cash management of concessions & box office areas
- Assist with post-show cleaning duties as needed
- Be an active, knowledgeable and visible ambassador for MRPAC as it relates to the current and upcoming performances, gallery shows and organizational history
- Cultivate volunteers to be ambassadors and friends of the theater
- Provide trainings to volunteers 1-2x a year and as needed
- Develop events and activities to thank our volunteers 2-3 times a year.

Essential Qualifications:

- Experience working in the performing arts, prior experience in front of house operations and/or customer service preferred but will train the right candidate
- Commitment to cultural competency practices related to diversity, equity & inclusion
- Energetic, reliable, independent, and flexible work-style
- Possesses excellent interpersonal communication skills & the ability to create positive workplace relationships
- Able to work collaboratively with supervisors and colleagues
- Must be 18 years of age or older and able to pass a MA CORI check
- Ability to stand for long periods of time and to move around the MRPAC site as needed
- Position requires the ability to lift & carry items up to 25 lbs
- Position requires ability to navigate stairs, bend, twist, and reach
- Must complete TIPS certification and Crowd Manager certification and Darkness to Light training through the MRPAC before independent work begins
- Ability to work nights and weekends at the MRPAC. Scheduling volunteers and administrative work to be done remotely as needed.

Interested candidates should send a brief letter of interest and resume to:

Catherine Miller, Executive Director

catherinem@mrpac.art

Deadline to apply: 9/26/25