



Title: Front of House Manager

Summary of Position:

The Front of House Manager will be responsible for managing the front of house for events at the MRPAC. This includes supervising box office staff and volunteers 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 Point Volunteer sign up and post on various online groups and provide training.

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

Status: Part-time, approx. 12 hours/week as needed. \$19/hr

Start Date: ASAP, pending training period

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

Reports to: Executive Director

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

General Responsibilities:

- Supervise and train volunteers to successfully execute concessions operations, ushering and greeting; fill in as needed when the bar needs support
- Warmly welcome patrons to the theater, assist with seating and box office issues
- Communicate process improvement measures to the Executive Director
- 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



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- Be an active, knowledgeable and visible ambassador for MRPAC as it relates to the current and upcoming performances, gallery shows and organizational history
- Coordinate volunteers and keep track of those who are involved
- Cultivate volunteers to be ambassadors and friends of the theater
- Provide trainings to volunteers 1-2x a year and as needed
- Assist with events to thank our volunteers.

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 21 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 through the MRPAC before independent work begins.

To Apply:

Please submit a resume and brief statement of interest to Catherine Miller, Executive Director at CatherineM@mrpac.art.

MRPAC is committed to an equal hiring opportunity hiring process.

All qualified individuals are welcome and encouraged to apply.