



**FRONT OF HOUSE MANAGER
TRINITY REPERTORY COMPANY, PROVIDENCE, RI**

Trinity Repertory Company, the Tony Award-winning State Theater of Rhode Island, seeks an experienced Front of House Manager to oversee all front of house operations including house management, concessions, and volunteer ushers. This is a full-time, year-round position, which includes benefits. Some night and weekend work required. This position is responsible for hiring, training, and managing staff; Minimum requirements include: three to five years of experience in customer service and one to three years of supervisory experience, as well as strong communication and organizational skills. Theater experience a plus. Complete posting at www.trinityrep.com/jobs.

To apply, submit cover letter and resume to kbrandt@trinityrep.com. Trinity Repertory Company is an equal opportunity employer dedicated to building a culturally diverse and equitable environment and strongly encourages applications from people of color and women. This position will remain open until filled and until a diverse and qualified pool of candidates is identified.

COMPENSATION

Commensurate with experience; competitive benefits package including health insurance, dental insurance, voluntary supplemental benefits, 401(k), vacation, sick time, personal time and paid holidays.

DESIRED START DATE

September 2017, or as soon as practicable



JOB DESCRIPTION

Job Title: Front of House Manager
Department: Audience Services
Reports To: Director of Marketing & Public Relations
FLSA Status: Exempt, Full-time

Summary:

Under the general direction of the Director of Marketing & PR, the Front of House Manager oversees all front of house operations including house management, concessions, and volunteer ushers. This is a full-time, year-round position, which includes benefits. Some night and weekend work required.

Essential Duties and Responsibilities include, but are not limited to, the following:

- Ensure that patrons have a positive experience when attending a Trinity Rep performance or special event, that is marked by excellent customer service while keeping Trinity Rep's policies and strategic goals in mind
- Ensure that all public areas of the building are clean and safe
- Coordinate with production staff to anticipate and address customer issues related to the show
- Hire, schedule, train and supervise house managers, house assistants, usher coordinator, bar manager, bartenders
- Ensure the proper management of volunteer ushers including training, scheduling, and supervision
- Manage audience services budget, including labor costs (excluding box office staff) and concessions revenue
- Determine concession/bar menu and pricing, ensure that an appropriate relationship between expense and revenue is maintained, ensure adequate levels of concession products and supplies
- Serve as a liaison between their staff and the rest of the marketing and audience services team
- Other duties as assigned

Supervisory Responsibilities:

The Front of House Manager supervises the Patron Services staff when they are assigned to one or more of the following roles: House Manager, House Assistant, Concessions/Bartender, Bar Manager, and Usher Coordinator. In addition, the Front of House Manager is responsible for the volunteer usher corps – either directly or through one of their other direct reports.

Salary Range:

Commensurate with experience; competitive benefits package including health insurance, dental insurance, voluntary supplemental benefits, 401(k), vacation, sick time, personal time and paid holidays as outlined in the company's employee manual.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Must have excellent skills and experience in customer service and staff management with one to three years in a supervisory position.

Language Skills:

Ability to deliver outstanding customer service while holding to established policies and procedures. Ability to handle customer interactions in person, in writing, or on the telephone. Ability to train staff through written documentation and in-person training. Ability to communicate information about front of house operations, and customer interactions to managers and co-workers.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

Reasoning Ability:

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret a variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Ability to use computer software to track schedules, budgets, concession income, create and deliver reports

Other Qualifications:

Ability to work in a fast-paced environment with shifting priorities. Must have a positive, results-oriented approach and willingness to work as part of a team. Background in theatre is preferred

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit or stand in a stationary position for up to 90 percent of the time
- Must be able to regularly move about inside office spaces to access file cabinets, office machinery, etc.
- Must be able to climb stairs



- Must have the physical ability to regularly operate a computer and other office productivity machinery (i.e. a calculator, copy machine, computer printer)
- Must be able to exchange information, discuss, express oneself and communicate in a professional manner.
- Must have the physical ability to move objects weighing up to 25 pounds for office functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires work on nights and/or weekends, as scheduled in advance. This position does not require travel.

ABOUT TRINITY REPERTORY COMPANY

Since its founding in 1963, Trinity Repertory Company has been one of the most respected regional theaters in the country. Featuring one of the last long-standing resident acting companies in America, Trinity Rep presents a balance of world premiere, contemporary, and classic works for an estimated annual audience of 120,000 in its two venues: the 500-seat Chace Theater and 281-seat Dowling Theater.

Over the past fifty-three years, the theater has produced a number of celebrated world premieres, mounted national and international tours, trained hundreds of new actors and directors through its MFA programs (now in association with Brown University) and has consistently been a pioneer in arts education for people of all ages and abilities. Trinity Rep's mission is to "Reinvent the 'public square' with dramatic art that stimulates, educates and engages our community in a continuing dialogue."

As Rhode Island's largest arts organization, Trinity Rep has a significant impact on the community and is a linchpin of Providence's arts and entertainment district. With an annual budget of approximately \$9 million, the theater employs over 100 artistic and administrative staff, including a resident acting company of 16, and generates more than \$12 million in economic activity each year. Trinity Rep's educational initiatives continue to provide instruction and enrichment to people of all ages and abilities, and its Project Discovery program, which recently celebrated its 50th Anniversary, serves over 15,000 children each year.

The Brown/Trinity Rep MFA program has become a leader in graduate training for actors and directors by offering in-depth classroom work in conjunction with a professional theater, and is widely regarded as one of the best in the country. Since 1973, Trinity Rep's home has been the Lederer Theater Center, a historic landmark built as the Majestic Theater in 1917. In 1981 Trinity Rep won the Regional Theater Tony Award, and in 2014 it was named the State Theater of Rhode Island.



ABOUT THE COMMUNITY

Ranked #1 in Travel + Leisure Magazine's 2014 America's Favorite Cities Survey, praised by Architectural Digest as "The country's best small city," and named America's Coolest City by GQ Magazine in 2015, Providence is the capital and most populous city in Rhode Island. Founded in 1636, it is one of the oldest cities in the United States and the third-largest city in the New England region after Boston and Worcester. Providence has a city population of 179,154 and is part of the Providence metropolitan area with an estimated population of 1,604,291. The region is considered part of the Greater Boston commuting area, which contains 7.6 million people.

Once nicknamed the "Beehive of Industry," Providence has rebranded itself as the "Creative Capital" to emphasize its educational resources (Brown University, Rhode Island School of Design, Providence College, Rhode Island College, Roger Williams University, and Johnson & Wales University) and arts community. Over the last ten years, much of Providence has undergone a true civic renaissance, as political leaders and residents have propelled the city into an exciting place to work and live. City streets are packed with boutiques, hotels, renovated lofts, excellent restaurants and art spaces.

In addition to being the home of Trinity Repertory Company, Providence has a remarkable arts and culture community that includes nationally renowned community arts center, AS220, the Rhode Island Philharmonic Orchestra, RISD Museum, Providence Athenaeum, Festival Ballet and WaterFire. Providence is also home to several performing arts centers such as the Veterans Memorial Auditorium and the Providence Performing Arts Center, as well as a number of smaller theaters. The city's music scene, centered on artist-run spaces, is well known in underground music circles.

The restaurant scene in Providence is second to none and a source of immense pride for residents, as the city has been consistently recognized as a top city for food. Because of Rhode Island's proximity to the ocean, many restaurants, grocery stores and farmer's markets boast food sourced from the state itself, giving real meaning to the phrase "farm-to-table" dining. From bakeries and coffee shops, to bars and food trucks, there is no shortage of fun, excellent, cutting-edge dining in the city.