

Front of House Shift Manager (\$25.00/Hour)

This job reports to:

Box Office Manager

Events and Volunteer Coordinator

The following positions report to this job:

Front of House Staff

Usher Volunteers

Position Purpose:

This is a part time hourly position and is scheduled based on the Asheville Community Theatre show schedule. The person in this position is responsible for all FOH aspects of the audience member's journey during performances. This includes: Supervision and training of the front of house staff and volunteers, environment (lobby, bathrooms, auditorium, parking area, etc.), safety, and the selling and inventory tracking of concessions, ACT merch, etc.. This position will also work with the Event/Volunteer Coordinator on special projects as they relate to the performance and the Box Office Manager for any staffing, process or policy changes.

Key Tasks, Duties, Roles and Responsibilities:

- Manages Front of House operations/staff for all ticketed Mainstage and Late Night shows primarily (may be eligible to work 35below, youth and offsite shows):
 - Environments: ensure a prepared environment for audience members to have a pleasurable experience.
 - Lobby & Bathrooms (Cleanliness and safety)
 - Select appropriate music and volume
 - Ensure signage/rack cards up to date
 - Auditorium
 - Preshow check (Cleanliness and safety)
 - Post-show - log Lost & Found items
 - Sidewalks & Parking area (Cleanliness and safety)
 - Manage parking disputes, issue parking violations if needed, etc.
 - Supervising:
 - FOH positions: Box Office, Concessions, & House Manager in their daily duties
 - Co-manages (with Box Office Manager) a training program so that all staff are up to date on critical knowledge/certifications
 - Co-manages (with House Manager) usher volunteers
 - Schedule changes:
 - Handles FOH staff schedule changes when staff calls out or swaps shifts for FOH positions of Box Office, Concessions, & House Manager. (The initial schedule put together by Box Office Manager.) Fills in for FOH positions when needed.
 - Cleaning - address cleaning changes for pre and/or post show clean up. (The primary schedule set by Box Office Manager)
 - Customer Service:
 - Monitors preshow phone calls, voicemails and waitlist for last minute cancellations/exchanges.

- o Maintains accuracy of box office and concession floats
 - Verify/receipt ticket sales and concessions sales
- o Performs weekly inventory counts and reports for Concessions, ACT Merch, and Lobby/Box Office supplies and submits for ordering.
- Other duties as assigned by supervisory staff

Key Technical Skills and Knowledge required for the position:

- Customer service skills
- Proficient with computers, ability to learn ticketing software (PatronManager), concessions sales system (Square), ability to troubleshoot ticket scanners during events
- Organizational and time management skills
- Must be able to lift up to 40 lbs (event setup includes moving boxes of wine, beer, playbills, etc.)

Key Success Factors and Interpersonal Competencies required for position:

- Must be able to interact well with the public on an individual basis and with larger crowds, and effectively manage patron complaints/concerns that have been elevated by a volunteer usher or Front of House Staff
- Ability to adapt quickly to new and/or unexpected situations
- Capable of retaining and relaying to the public a general understanding of ACT processes and knowledge of the ACT event calendar
- Has ability to self-manage and can listen to direction; works well independently and as a team member and team leader

Performance Measures used to evaluate effectiveness in position:

- Effective event execution
- Timely arrival for event and/or daily work shift
- Overall effectiveness in engaging with the public in person
- Accuracy in cash handling and writing receipts
- Accurate and effective reporting of performance events with Box Office Manager and Event/Volunteer Coordinator through Slack (immediate needs) and FOH Performance Reports (general how-it-went)
- Accurate and effective reporting for inventory tracking - spreadsheets and Square
- Team communication and problem solving

Work Schedule for the 2026-27 Season (9/1/26 - 8/31/27):

The following are the Mainstage required dates and shifts:

Training:

Sun 9/20 - 12pm - 6pm - Shift Mgr Training
Thurs 9/24 - 12pm - 4pm - Box Office Training
Sat 9/26 - 12pm - 6pm - Shift Mgr Training
Fri 10/9 - 12pm - 4pm - Box Office Training

Little Shop of Horrors - September 18-October 11, 2026

Thurs 10/1 - 5pm - 11pm
Fri 10/2 - 5pm - 11pm
Sat 10/3 - 12pm - 6pm
Thurs 10/8 - 5pm - 11pm
Sun 10/11 - 12pm - 6pm

Frozen - December 3-20, 2026

Thursdays & Fridays - 5pm - 11pm
Saturdays - 12pm - 11pm - two shows
Sundays - 12pm - 5pm

Come From Away - February 4-21, 2027

Thursdays & Fridays - 5pm - 11pm
Saturdays - 12pm - 11pm - two shows
Sundays - 12pm - 5pm

Once On This Island - April 9-25, 2027

Thursdays & Fridays - 5pm - 11pm
Saturdays - 12pm - 11pm - two shows
Sundays - 12pm - 5pm

Dear Evan Hansen - June 11-27, 2027

Thursdays & Fridays - 5pm - 11pm
Saturdays - 12pm - 11pm - two shows
Sundays - 12pm - 5pm

In addition to the above Mainstage shows, the Late Night series will have three productions:

Ride The Cyclone - Dates and Offsite Venue TBD

Reefer Madness - Dates and Offsite Venue TBD

Hair - July 23-August 8, 2027 - Location: ACT Mainstage

Thursdays & Fridays - 5pm - 11pm
Saturdays & Sundays - 12pm - 5pm
Sundays - 12pm - 5pm

If the opportunity and interest is there, there may be other shifts for Youth Productions, TAP, 35below Productions, Rentals, Broadway Series, etc. However, the above Productions are this position's main focus.