



Front of House Manager Job Description

The Front of House Manager is an integral member of the Artistic Operations team at the Grand Teton Music Festival (GTMF), a 7-week classical music festival presenting 60 events over the summer in stunning Jackson Hole, Wyoming. This full-time seasonal position is responsible for overseeing general operations of public areas during all GTMF concerts and events at Walk Festival Hall and other venues, including ticketing, seating, and general patron satisfaction. This position serves as the team leader for the volunteer usher corps.

Duties & Responsibilities

- Lead ushers in providing exemplary customer service to all audience members. Address all issues that arise related to seating or ticketing in a professional and service-driven manner
- Collect and track volunteer availability and manage scheduling accordingly to ensure all GTMF events are appropriately staffed
- Provide usher training and oversight, outlining duties, administrative policies, and service expectations as indicated in the Usher Handbook
- Lead daily staff meetings, instructing ushers of the program, procedures, and specifications for each event
- Prepare vestibules and all public areas before each event, ensuring program books are stocked and bookmarks or other collateral is appropriately placed
- Work with the Patron Services Associate and Box Office Employees to anticipate and mitigate ticketing or seating issues during high-traffic events
- Facilitate efficient seating efforts to ensure all events begin on time as scheduled, coordinating closely with the Stage Crew to orchestrate seating notifications, announcements, and lighting cues
- Coordinate with the Marketing Assistant and Box Office Employees to ensure Festival signage, brochures, and materials are up-to-date, in-stock, and in place
- Organize CD and merchandise sales in collaboration with the Artistic Associate, including the facilitation of artist CD signings
- Assist with handling and distributing alcoholic drinks and other refreshments during onstage events and other parties open to the public. Must be 21 or older
- Coordinate with the Patron Services Associate to reconcile ticket sales, scans, and counts to ensure accurate attendance data. Set best practices for efficiently achieving accurate data
- Complete, distribute, and record a detailed post-event report for all Festival activities including contextual information such as attendance, run times, issues or accidents, and other relevant notes
- Coordinate with the Operations Associate to ensure the weekly door unlock schedule is accurately and correctly programmed
- Ensure all facilities at Walk Festival Hall are properly closed and secured following each performance
- Other duties as assigned

The dates of the employment are June 25 to August 20, 2018 (8 weeks). Because of the event-oriented nature of the work, call times, days off, and time off are subject to change as required to fulfill the duties of this role. Regular evening and weekend hours are to be expected. A casual but professional appearance is expected of all GTMF employees while on duty.

Compensation

The Front of House Manager will receive a stipend of \$500 per week plus an additional \$500 for managerial responsibilities (\$4,500 total). GTMF will also provide housing for the duration of the engagement, which includes a private bedroom in shared accommodations with other seasonal staff members.

Application

To apply for this position, please email a resume and letter of interest to Marty Camino, Manager of Artistic Operations, at marty@gtmf.org. No phone calls please. Applications will be accepted through Friday, March 2, 2018.