



## Front of House Manager

### Job Description 2019

#### Overview

The Grand Teton Music Festival in iconic Jackson Hole, WY seeks an interested individual to join its seasonal staff as its Front of House Manager. 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. 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

- Be present at **ALL** GTMF events at Walk Hall, Teton County Library, St. John's Episcopal Church, and other venues as needed
- 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 usher 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
- Facilitate efficient seating efforts to ensure all events begin on time as scheduled, coordinating closely with the Stage Manager to orchestrate seating notifications, announcements, and lighting cues
- Coordinate with the GTMF staff 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 Operations team, including the facilitation of artist CD signings
- Must be 21 years of age or older
- Coordinate with the box office 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 Outreach and 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
- A general love for the arts and a good sense of humor is required
- Other duties as assigned

#### Dates, Times and Nature of Employment

- June 24 to August 19, 2019 (8 weeks).
- Evenings and weekend hours are to be expected.
- A professional appearance is expected of all GTMF employees while on duty.
- 40 hours per week.
- Reports to the General Manager.



### **Compensation**

- Stipend is \$4,000 total for the summer (\$500 per week plus), payable on the 15<sup>th</sup> and last day of each month.
- GTMF will also provide housing for the duration of the engagement, which includes a private bedroom in shared accommodations with other seasonal staff members. This housing is provided at no cost to the employee.

### **Application**

To apply for this position, please email a resume and letter of interest to Mike Richards, Outreach and Operations Associate, at [mike@gtmf.org](mailto:mike@gtmf.org). No phone calls please. Applications will be accepted through Friday, March 1, 2019.