

OVERVIEW

The Grand Teton Music Festival in 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), an 8-week classical music festival. 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.

This is a seasonal, full-time position with employment spanning 9 weeks - June 27 to August 27, 2022. Because of the event-oriented nature of the work, daily and weekly schedules, shift breaks, days off, and time off are subject to change to fulfill job duties at the discretion of the Directors. This position is expected to work 40 hours per week.

DUTIES & RESPONSIBILITIES

- Be present at all GTMF events
- 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
- 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
- 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 Director of Community and Patron Engagement 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

REQUIREMENTS

- Must possess strong customer service skills
- Must be 21 years of age or older to serve alcohol, and be willing to take a TIPS certification course
- Exceptional written and verbal communication skills
- Possess a valid driver's license and access to a personal vehicle
- Familiarity with classical music and standard orchestral practices preferred
- Arrive punctually for each scheduled shift in appropriate attire
- A general love for the arts and a good sense of humor is required

COMPENSATION

- Stipend is \$500 per week, payable on the 15th and last day of each month
- Housing in shared accommodations will be provided for the duration of seasonal employment

Interested candidates should send resumes and cover letters to jobs@gtmf.org