

Audience Services Manager

Department	Operations	Salary	\$23.29 - \$27.00
Supervisor	Director of Operations	Status	Regular, Full time, Exempt
Revised	October 2021	Location	Seattle, WA

The Audience Services Manager will perform a variety of tasks to ensure the smooth, safe and efficient operation of the theatre. Most importantly, they will oversee the flow of patrons from arrival, ticket checking, concession, seating, circulation at intermission, and departure, as well as emergency management during events. The Audience Services manager hires, schedules and supervises key patron-facing personnel, such as ushers, ticket-scanners, concessions and event operators, house managers, and volunteers. They, through their team, will be responsible for opening and closing the house on performance days.

Specific Job Functions

Front of House Operations <ul style="list-style-type: none"> • Insure lobby/front of house is ready for all performances including: signage (COVID and operational, lobby playlist) • Maintain necessary operation information for Front of House (FOH) staff, including show information sheets, events and pre/post show items • Train FOH Staff on Show-Specific Issues • Hold a FOH Staff Meeting for Every Show to review safety and logistics information, trigger warnings, and any unusual circumstances • Organize and develop as needed Preview Response Forms 	50%
Front of House Staff Management <ul style="list-style-type: none"> • Interview, hire, onboard, train (initial and on-going), schedule and actively manage (appraisals and coaching/progressive discipline) all FOH staff • Create and update departmental standards and systems including departmental SOPs • Provide a point of contact for employee questions and concerns • Serve as point of contact for FOH absence calls • Provide coverage for employee absences, as needed • Manage and approve FOH time sheet 	20%
Volunteer Management <ul style="list-style-type: none"> • Recruit, train and supervise volunteers • Coordinate Ushers for Mainstage Series • Staffing Ushers for Any Under-Staff Days and Extensions ensuring an adequate number of ushers and concession workers for all mainstage shows and special events • Serve as a resource to answer volunteer questions and address their concerns • Maintain a database of active, willing, reliable, and capable volunteers 	10%
Accessibility <ul style="list-style-type: none"> • For Performances in ASL: coordinate all interpreter schedules (rehearsals, practices, performance observation and performances), confirm pay rates and process invoices, share script, create and share recordings 	10%

<ul style="list-style-type: none"> • Insure Closed Captioning Devices are ready for performances (build, test and maintain) and schedule closed caption operators • Test and maintain Assisted Listening (should this be listening or listed?) Devices and Loop Devices • Coordinate the Printing of Large Print Programs • Maintain an inventory of other Accessibility Items (ear plugs, cough drops, etc.) • Train Staff in Accessibility Device Usage 	
Staff Support <ul style="list-style-type: none"> • Serve in House Manager role if needed, opening and closing house, ensuring safety and answering questions as need • Ensure that FOH staff work area is maintained in a clean and organized way and appropriately stocked • Serve as on-site liaison for caterers and urgent or emergent issues, including: janitorial, facilities and safety or security concerns 	5%
<ul style="list-style-type: none"> • Additional duties as assigned in support of the Theatre 	5%

Qualifications/Skills

- Strong interpersonal skills and ability to work under pressure
- Experience working in customer service roles in theatre or hospitality
- Experience recruiting, training and supervising employees and volunteers is strongly desired
- Ability to work evenings and weekends is essential
- Ability and willingness to align with and exhibit ACTs commitment to equity and inclusion and the theatre’s mission and vision

Equity and Inclusion

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion

ACT Theatre Mission and Vision

- Mission: ACT is a contemporary theatre where artistic ambition and civic engagement unite.
- Vision: ACT envisions a world where the power of theatre expands our collective understanding of community and our own humanity.

Peak Performer Commitments

ACT’s values and principles guide our work, relationships and decision-making. We encourage our employees to practice forward thinking and curiosity-driven learning. We emphasize inclusivity of voices, experiences, and cultures, and seek to be a transformative agent for change in individuals, communities, and societies. We are civic minded, and believe in the spirit and strength of shared purpose and collective responsibility.

Essential Physical Skills

This position requires frequent standing and walking, and some sitting, lifting 30 pounds or more; manual dexterity to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood.

Environmental Conditions

Generally, in a theatre or an office environment with occasional visits to external environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All ACT employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

Employee Name

Signature (Verifying receipt and understanding of this job description)

Date