



## Position Description

**Job Title:** Front of House Manager  
**Department:** Marketing  
**Reports To:** Vice President of Marketing & Strategic Engagement  
**Supervision Exercised:** Patron Service Representatives at concert halls  
**FLSA Status:** Part-time, non-exempt

**SUMMARY:** The Front of House Manager oversees the front of house operations of Oregon Symphony events at the Arlene Schnitzer Concert Hall and other locations (e.g. Smith Auditorium in Salem), ensuring efficiency while providing the highest level of customer service, addressing customers' questions/complaints, and striving to create goodwill for the entire organization by performing the following duties:

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** (other duties may be assigned):

1. Supervises the activities and operation of the ticketing table, customer service table, and will call booth at the Arlene Schnitzer Concert Hall for Oregon Symphony concerts and events.
2. Maintains a detailed knowledge of all concert hall procedures, performances, and policies.
3. Ensures that all aspects of the events' activities are executed within Association guidelines.
4. Conducts training, monitoring, and evaluation of all concert hall staff, so that all Patron Service Representatives (PSRs) develop and maintain a detailed knowledge of all concert hall procedures, performances, and policies.
5. Responds to customer inquiries and handles all escalated complaints.
6. Coordinates with the Arlene Schnitzer Concert Hall Front of House Manager and Gate Attendants/Ushers to resolve seating issues.
7. Trains Gate Attendants and other ushers in N-SCAN.
8. Distributes scanners to all Gate Attendants before load-in and collects the scanners at the end of shift.
9. Distributes Front of House Manager sheets to the Arlene Schnitzer Concert Hall Front of House Manager on duty before performances, and communicates performance numbers at the end of shift.
10. Assists concert hall staff in the set-up of the ticketing table, computers, printers, customer service table, will call, and signage.
11. Supervises concert hall staff handling cash, and ensures accuracy of cash bags at the end of the shift. Returns cash bags and concert hall materials to the Oregon Symphony Ticket Office.
12. Sets up signage for pre-concert activities such as the Musical Conversation, Prelude Performance, and any special messaging.
13. Completes the FOH report and sends to the Vice President of Marketing after each event.
14. May serve as FOH Manager for events at Smith Auditorium in Salem, or other venues as needed.
15. Will serve as responsible party for managing any patron safety issues and protocols, specifically related to public health guidelines and other concerns as they arise.

Initials: \_\_\_\_\_

16. Acts as the representative of the Symphony, keeps a professional demeanor and strives to keep patrons delighted even in tense situations

**Hours:**

Schedule varies in conjunction with the concert schedule. Up to 29.75 hours per week. Ability to work nights and weekends during concert season, occasionally on short notice.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Experience:** At least two years related experience in managing Front of House activities and personnel in the performing arts or live performance/sporting event sectors; familiarity with Tessitura software preferred.
- **Language Skills:** Strong customer service and communication skills are required for this position. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to succinctly write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out detailed instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Computer Skills:** To perform this job successfully, an individual should have a working knowledge of Tessitura and Microsoft Office, specifically Word and Excel.
- **Certificates, Licenses, Registrations:** None required; CPR training a plus.

**OTHER QUALIFICATIONS:** Appreciation for live symphonic music a plus. Sense of humor.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand, walk and sit. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus in order to use computer monitor and to read materials.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

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The Oregon Symphony is an equal opportunity employer and is committed to diversity, equity, and inclusion in all facets of the organization. We seek to develop a diverse candidate pool and welcome nominations and applications from all qualified candidates regardless of race, gender, sexual orientation, age, disability, religion, or national origin.

Position is open until filled. No phone calls please.

For a complete position description, please visit [www.orsymphony.org/about/careers/](http://www.orsymphony.org/about/careers/)

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