

## POSITION OPENING

### OREGON SYMPHONY

#### FRONT OF HOUSE AUTHORITY FIGURE (FOHAF)

**SUMMARY:** The Front of House Authority Figure (FOHAF) oversees the front of house operations of Oregon Symphony events at the Arlene Schnitzler Concert Hall, ensuring efficiency while providing the highest level of customer service; striving to create goodwill for the entire organization by performing the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

1. Supervise the activities and operation of the ticketing table, customer service table, and will call booth at the Arlene Schnitzler Concert Hall at Oregon Symphony events.
2. Maintain a detailed knowledge of all concert hall procedures, performances, and policy.
3. Ensure that all aspects of the events' activities are executed within Association guidelines.
4. Conduct training, monitoring, and evaluation of all concert hall staff, so that all PSRs develop and maintain a detailed knowledge of all concert hall procedures, performances, and policy.
5. Respond to customer inquiries and handle all escalated complaints.
6. Coordinate with the Arlene Schnitzler Concert Hall Front of House Manager and Gate Attendants to resolve seating issues.
7. Train Gate Attendants in N-SCAN.
8. Distribute scanners to all Gate Attendants before load-in and collect the scanners at the end of shift.
9. Distribute Front of House Manager sheets to the Arlene Schnitzler Concert Hall Front of House Manager on duty before performances, and communicate performance numbers at the end of shift.
10. Assist concert hall staff in the set-up of the ticketing table, computers, printers, customer service table, will call, and signage.
11. Supervise concert hall staff handling cash, and ensure accuracy of cash bags at the end of the shift. Return cash bags and concert hall materials to the Oregon Symphony Ticket Office.
12. Set up signage for pre-concert activities such as the Musical Conversation, Prelude Performance, and any special messaging.
13. Complete the FOHAF report and send to Patron Services Manager after each event.
14. Other duties as assigned

**Hours:**

Schedule varies in conjunction with the concert schedule and Front of House staff rotation. Up to 29.75 hours per week.

**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; familiarity with Tessitura software strongly 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 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 using whole numbers, decimals and common fractions.
- **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 strong working knowledge of Tessitura database software, Microsoft Office and internet software, Excel spreadsheet and Word for windows software.
- **Certificates, Licenses, Registrations:** None required; CPR training a plus.

**OTHER QUALIFICATIONS:** Ability to work nights and weekends during concert season, occasionally on short notice. Appreciation for live symphonic music a plus. Sense of humor.

To inquire, please submit a cover letter and resume to [careers@orsymphony.org](mailto:careers@orsymphony.org). No phone inquiries, please.

Position is open until filled.