

FLINT CULTURAL CENTER CORPORATION

601E. Second Street
Flint, MI 48503

Job Posting

Job Title: Front of House Manager
Location: The Whiting/The Capitol
Reports To: Executive Director of The Whiting
FLSA Status: Exempt – Full-Time

Job Description and Qualifications:

GENERAL DESCRIPTION

Under the supervision of the Executive Director, the Front of House Manager supervises front of house operations. This includes ushers, youth ushers, concessions/bar staff, merchandising, volunteers, and any other staff as deemed necessary for this operation to run at the highest level. As part of the management team, this position interfaces closely with all management but in particular the Ticket Center Manager, Campus Security Manager, Campus Facilities Director and the Technical Director to provide the highest level of customer service to patrons of The Whiting and the Capitol. This position requires the ability to work both nights and weekends.

RESPONSIBILITIES

- House & Staff Supervision
 - a) Determine the needs for House staffing for all events at The Whiting and Capitol theatres. Develop staffing plans that can be shared with the management team.
 - b) Schedule, assign and supervise all House Staff necessary for a successful event. This includes but may not be limited to security, custodial, concessions, ticket takers, coat-check and merchandise sellers, as needed. Resolve scheduling emergencies as needed.
 - c) Works with Human Resources to recruit, interview, hire, and orient new House Staff, including volunteers.
 - d) Works with Education and Community Engagement Manager to develop and update handbook and training for youth usher program.
 - e) Develop and implement recognition programs for front of house staff including volunteers.
 - f) Evaluate House Staff operations following each show, for ways to improve and ensure the best possible service and experience.
 - g) Schedule and administer front of house staff meetings as needed.
 - h) Evaluate emergency procedures including the scheduling of annual emergency drills.
 - i) Manage leave time and complete payroll records for all front of house staff in a timely manner.
- Patron Relations
 - a) Address patron inquiries and complaints during performances.
 - b) Consult with Security and complete incident reports.
 - c) Assist physically-disabled patrons as needed.
 - d) Monitor ushers and concession staff throughout events.
 - e) Evaluate customer service on a regular basis.
- Concessions/Bar
 - a) Establish and implement procedures for alcohol sales while following all state regulations.
 - b) Oversee all facets of training and implementation of the TIPS program
 - c) Procure and inventory supplies.
 - d) Allocate drawers to concession workers and balance after each shift including the disbursement of tips. Supply and maintain change as needed.
 - e) Oversee the operation of concessions at each event, looking for ways to improve sales and increase customer service. Make recommendations to the Executive Director as needed.
 - f) Review and complete sales reports the next business day following each performance as well as monthly inventory reports
 - g) Complete the Employee Tip Record form following each event.

- Operations
 - a) Prepare budget estimates for staffing front of house for upcoming performances. Review following performances in order to adjust for future events.
 - b) Develop, review, and maintain currency of the House Manual, particularly emergency procedures.
 - c) Develop and submit budget annually and purchase according to budget allocations.
 - d) Prior to and after each event, verify the cleanliness of the building and communicate with the Campus Facilities Director when necessary.
 - e) Monitor the upkeep of the facility, report on any patron concerns, and submit maintenance requests as needed.
 - f) Participate in ongoing quality improvement by engaging with other managers to assess all aspects of customer service for our patrons.

QUALIFICATIONS/SKILLS REQUIRED

- Two or more years of managerial experience, specifically working with part time and volunteer staff.
- Two or more years of employment where engaging with the public was the primary focus of the position.
- Excellent organizational and problem-solving skills including the ability to anticipate needs and concerns of stakeholder.
- High energy level, sense of humor, diplomatic/tactful, and passionate about the dimensions of this position.
- Demonstrated project planning and management, time management, and priority setting skills. Ability to work successfully in a high stress environment, handling multiple tasks and projects simultaneously. Demonstrated history of on-time delivery of projects; project coordination; and anticipation of issues.
- Good interpersonal skills, including listening, with demonstrated ability to work with diverse groups of people. Must have the ability to work as a team member, foster a cooperative work environment and maintain effective relationships.
- Budget experience that encompasses the management of resources and the reconciliation of competing needs in excess of available resources.

PREFERRED QUALIFICATIONS

- Experience working in a bar/concessions.
- Experience with POS system.
- TIPS certified trainer.
- Experience working in a nonprofit organization.
- Grant writing and/or grant administration.
- An understanding of as well as the benefits of the Arts.

Apply To: Email Resume to hr@fcccorp.org OR mail resume including references to:
 Flint Cultural Center Corporation
 Attention: Human Resources
 601 E. Second Street, Flint, MI 48503

Date Posted: 2.26.19 **Posting will remain active until filled – Interviews will be scheduled in approximately 2 weeks. The Flint Cultural Center Corporation is an Equal Opportunity Employer**