

# Playhouse Square

## GUEST EXPERIENCE DEPARTMENT

### JOB DESCRIPTION

**JOB TITLE:** Front of House Events Assistant

**RELATIONSHIP:** Reports to Front of House Manager

**GENERAL DESCRIPTION:** Part-Time, Non-Exempt Position, hours based on the event schedule.

**RESPONSIBILITIES:**

1. Represent Playhouse Square in a professional manner. Work closely with the FOH Manager, House Managers and volunteers to insure the guest experience is managed efficiently and effectively according to established guidelines.
2. The primary responsibility would be to assist the Front of House manager with preparing for the events scheduled at the complex on any given day/evening.
3. Assist with logistical management of events – make sure the theaters are event ready; Assist with the set-up of programs, stuffers, and signage and verify that the hearing assisted devices are fully stocked and charging.
4. Replenish supplies in the House Manager's office.
5. Report any facility maintenance and housekeeping issues and document any incidents.
6. Compile House reports for events as requested.
7. Welcome guests to Playhouse Square. Be proactive in approaching guests and offering assistance.
8. Represent FOH at the Broadway Buzz working closely with the Education team on execution of the event. Assist with shows afterwards.
9. Create and update Broadway volunteer instruction sheets.
10. Create and distribute large print programs for Broadway.
11. Assist with Administrative duties.
12. Other duties as assigned.

**QUALIFICATIONS:**

1. Prefer previous theatre experience. (FOH, Ticket Office, Stage Management)
2. Knowledge of current PC hardware and software, social media platforms (Facebook, Twitter, etc.).
3. Excellent communication skills, both written and verbal.
4. Self-motivated, outgoing, people oriented person with strong organizational and interpersonal skills, with the ability to multitask.
5. Evening/weekend availability and schedule flexibility.
6. Willing and able to lift and carry at least 50 lbs.

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

UPDATED: October 4, 2017