

**TAOS CENTER FOR THE ARTS
FRONT OF HOUSE MANAGER**

Part-time salaried, 25 hours per week: \$27,000
Nights and weekends, schedule varies

Front of House Manager leads customer service, the volunteer-program, and all patron experiences. This position is responsible for front of house services, including box office and concession oversight, with an emphasis on volunteer recruitment, training, and supervision. This position will work closely with TCA staff to create and ensure positive welcoming experiences for patrons, volunteers, staff and performers.

To apply: submit a letter of interest, resume, and 3 work references to alice@tcataos.org by end of day **November 22, 2024**.

Responsibilities*Volunteer Program*

- Recruit community members to join the TCA volunteer core
- Research wide spectrum of places to recruit to assure diversity in volunteer pool
- Research volunteer management and retention best practices
- Train volunteers on all FOH procedures
- Create comprehensive training program for volunteers - update/revise/edit current process
- Lead in creation of volunteer handbook (in collaboration with staff)
- Foster a positive, team oriented environment for volunteers
- Provide feedback and work with staff to manage volunteers

Front of House: Box office & Concession

- Lead and organize front of house processes: Ticketing, Patron experience, Concession operations
- Oversee box office and associated activities including cash-handling, pre-sales, comp lists, etc.
- Work with staff on concession inventory and ordering
- Collaborate with theater staff to ensure a seamless and positive team and patron experience
- Train and incorporate interns into FOH operations
- Ensure front-of-house is using best practices for programs and public events
- Resolve and track patron ticketing-related complaints
- Facilitate curtain times by expediting show-time sales, concession sales, will call and standby
- Basic cleaning and maintenance tasks of Box Office, Concession, Encore Gallery
- Scheduling FOH staff and volunteers to ensure adequate coverage for all events
- Work with communications staff to ensure FOH has current promotional materials
- Facilitate, track, and manage art sales in Encore Gallery
- Communicate with patrons about membership and upcoming events
- Oversee process regarding alcohol Server permits for volunteers and staff (position is required to obtain an alcohol servers permit)

Qualifications

- Proven track record of providing high level customer service with excellent interpersonal communication skills.
- Experience managing staff and volunteers, or experience leading a team
- Experience with conflict-resolution
- Ability to manage in a team-oriented environment to ensure a positive attitude and appropriate training levels
- Strong organizational and problem-solving skills
- Must be able to work in a fast-paced environment and enjoy contact with the public
- Ability to remain calm under pressure and resolve customer complaints
- Ability to respond to American Disabilities Act (ADA) inquiries
- Flexible schedule, but must be able to work evenings and weekends as required

About Taos Center for the Arts:

Taos Center for the Arts draws on its history as a dynamic leader for arts collaboration and partnership. Originally established by a group of working artists in 1953 and situated in the heart of Taos, the TCA serves and engages Northern New Mexico communities. With a 275-seat theater and two galleries, the TCA curates culturally relevant films, art exhibitions, and live performances as well as provides local, regional and internationally renowned artists, thinkers and performers the space to inspire creativity and foster a thriving love for the arts. Taos Center for the Arts is a non-profit, 501(c)(3).