

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

32 hours per week

Schedule varies, includes nights and weekends

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 role is deeply involved in the oversight and training of interns (as they relate to FOH) on a continuous basis. This position will work closely with TCA staff to create and ensure positive welcoming experiences for patrons, volunteers, staff and performers. The Front of House Manager also plays a key role with TCA staff and board on identifying and implementing procedures and protocols that support the development of new programs and the cultivation of new audiences.

Annual salary: \$43,000

*For best consideration, email Alice Morillon at [alice@tcataos.org](mailto:alice@tcataos.org) and submit a resume, 3 references, and 1 page letter of interest by **March 16**. Position will remain open until filled.*

**Customer Service**

The theater and campus hosts activities of various forms most days of the year (live stage shows, meetings, parties, films, presentations, and more). TCA staff, volunteers, and interns who work these events play a direct role in stewarding TCA's relationships with partners and collaborators, and also delivering exceptional customer service to all community members who attend events. The FOH manager is at the center of setting a tone of a welcoming and positive atmosphere, and for providing continual training to staff, volunteers, and interns to support efforts of continuing to expand audiences.

**Logistics and planning**

Our ability to serve the community hinges on our ability to have meticulous day to day production plans. This requires constant future-thinking about staffing, concession supplies, and planning for events that require unique changes to procedure and process.

**Timelines**

The theater's operations are guided by multiple timelines: year, month to month, week to week, and on most days, hour to hour. Timelines guide the work and the order in which the day-to-day and month-to-month tasks are completed. There is an inherent pressure and stress.

**Working with people and youth**

As much as this is a hands-on job, this is primarily a thinking-organizing-planning-teaching job. The theater is at the center of TCA's education program and there is constant teaching and learning at all levels of staff, volunteers and interns. Fostering an environment of knowledge sharing, learning, and shared team experience is necessary.

**Information**

This is also an information management job. Details, timelines, nuanced information inform what kinds of events, shows, and activities take place in the theater. Systems, spreadsheets, google calendars, and other softwares and procedures need to be used to manage and track the information. To say this position requires a person to be detail-oriented is an understatement. The job is details.

**Responsibilities***Volunteer Program*

- Recruit community members to join TCA's 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 and FOH schedule
- Oversee box office and associated activities including cash-handling, pre-sales, comp lists, etc.
- Participate with Programs Manager and Community Engagement Manager in communicating with renters, partners, and collaborators on the use of the theater and the front of house space
- Oversee concession inventory and ordering
- Collaborate with theater staff to ensure a seamless and positive team and patron experience
- Collaborate with theater staff and Education Manager to create training, oversight, mentoring and feedback to on-going internship program
- 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
- Move food items and beverages between theater and office: stock beverages and food items
- 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/scheduling 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

**Benefits**

- Paid time off
- Full dental insurance coverage
- Monthly health stipend
- Free access to all TCA events and shows
- Ongoing professional development opportunities

**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).