

# GALLO CENTER FOR THE ARTS

## POSITION DESCRIPTION

Position: Assistant Front of House Manager – Part Time  
Reports to: Front of House Manager

### JOB DESCRIPTION

The Assistant Front of House Manager coordinates all Front-Of-House (FOH) operations at the Gallo Center for the Arts (the Center) working with and providing support and preparation to the Front of House Manager. Specific responsibilities include: training and supervising Volunteers and Usher Staff; communicating with Ticket Office, Production, Development, Marketing and Security in order to fulfill all FOH needs for every performance and event held at the Center. Additionally, the Assistant FOH Manager will: work collaboratively with Administration to ensure the safety of all patrons; properly staff all events with the needed number of volunteers; oversee audience relations; and provide the highest level of customer service and safety to the diverse audience and clients attending events the Center.

### DUTIES AND RESPONSIBILITIES:

#### House Management:

- Maintain upkeep of the front of house and lobby areas by conducting regular maintenance meetings with appropriate staff
- Provide assistance to FOH Manager
- Maintain communication with Concessions Manager with updated event information
- Set up lobby areas prior to event according to client and performers' request
- Maintain high standards of customer service by addressing patron issues and recognizing excellence amongst staff and volunteers
- Work within different departments to coordinate special events, receptions and rental activities
- Work with Lease Manager by attending meetings with Rental clients and Resident Companies to ensure all FOH needs are met for their event, performance or meeting
- Settle artist or other merchandise sales on a routine basis
- See that nightly reporting procedures are executed effectively and efficiently

#### Volunteer Management:

- See that every event is staffed with volunteers from the community and that each volunteer is properly trained and informed through the policies detailed in the Center's volunteer handbook
- Assist with planning of volunteer incentives including yearly appreciation dinners and award ceremonies
- Be an advocate for the Center's customer service expectations and maintain policies to volunteers

## SKILLS, KNOWLEDGE & ABILITY

- Experience in dealing with the public
- Calm, patient demeanor
- Able to deal with large numbers of people in stressful situations
- Excellent interpersonal and communication skills
- Comfortable with public speaking and presentations
- Strong work ethic
- Flexible schedule to perform early mornings, nights, and weekends as needed
- Thorough knowledge of American Disabilities Act compliance

## QUALIFICATIONS

- Prior house management experience and customer service/hospitality experience required
- Basic money handling and time management experience required
- Prior experience managing volunteers required
- Prior experience in event planning preferred
- Bilingual language (English/Spanish) skills preferred
- CPR, First Aid, and AED certification preferred
- Bachelor Degree preferred

***Note: The applicant to whom this position is offered will be required to successfully pass a background check including credit, criminal and driving records.***

Please email resume to Rachel Stelle at [rstelle@galloarts.org](mailto:rstelle@galloarts.org). No phone calls, please.