



Gina Gibney Dance, Inc.

FRONT OF HOUSE ASSOCIATE

Job Description – January 2018

The mission of Gibney Dance is to bring the power of movement where it otherwise would not exist. Our vision is to be a trailblazing force in the community, tapping into the vast potential of movement, creativity and performance to effect social change and personal transformation.

Summary Statement: The Front of House Associate (FOHA) work to advance Gibney Dance as part of a coordinated Performance and Residencies Team consisting of the Director of Performance and Residencies, Producer, Associate Producer, Technical Director, Box Office Manager, and House Manager. The FOHA is a part-time position averaging 5-15 hours per week pending performance schedule with an hourly salary of \$12/hr. The FOHA will work with the Box Office Manager and House Manager to complete all front of house related activity. The FOHA must be available for weekend evening and matinee performances as well as for occasional departmental meetings and monthly staff meetings. The FOHA reports directly to the Producer.

I. RESPONSIBILITIES

Overview

- The primary responsibility of the FOHA will be to assist with Front of House set up, ticket pick up, and post-show reception coordination in close collaboration with the Box Office Manager and the House Manager. Typically, the FOHA will be called one hour prior to performances and until one hour after the performance begins totaling six hours per week, pending performance needs. The FOHA will additionally be called for supplementary work when necessary, with the possibility of working up to 15 hours per week. The FOHA will not work every week but will need to be available for all of Gibney’s performances. Please review Gibney’s performance calendar [here](#) before applying to ensure adequate availability. In all activity the FOHA will be asked to uphold the highest level of customer service with all Gibney patrons and staff.

Performance Activity

- Cultivate a warm environment by welcoming and assisting guests with any inquiries or concerns.
- Assist Box Office Manager in ticket distribution before performances.
- Communicate with House Managers and audience members about production elements such as run time, early or late seating procedures, and house capacity.
- Ensure performance house rules, such as entry, exit, late seating, photography etc. are adhered to.
- Assist in the monitoring of Gibney Dance’s Quiet Hours Policy throughout the space.
- Coordinate necessary signage such as directional signage or reserved seating.

- Coordinate with the House Manager to prepare reception and other special events in advance of performances.
- Assist in the delegation of duties to ushers upon arrival including program folding and distribution, ticket collection, and reception/post-show discussion preparation.

Administration

- Help maintain usher database, including e-blasts for volunteer opportunities.
- When necessary, create post-show reports that outline the night's activities including final house count and any notable events.
- Attend occasional production meetings and monthly staff meetings.

II. QUALIFICATIONS

- 1-2 years proven customer service experience
- Excellent interpersonal skills and professional demeanor
- Ability to problem-solve
- Available to work in the evening during the week and weekends dependent on performance needs, flexibility is a must

To apply please submit a resume and cover letter to position@gibneydance.org with the subject "Front of House Associate_[Last Name]"