

**Front of House Performance Supervisor**

Children’s Theatre Company (CTC) is seeking qualified candidates for the position of Front of House Performance Supervisor. This is a part-time 10 to 20-hour per week position with a variable schedule and is part of a collective bargaining agreement with IATSE Local 13, AFL-CIO. This position requires someone who is collaborative, customer focused, who can lead a group of employees, and who has the ability to positively contribute to an anti-racist/anti-bias organization. Applicants for this role should have robust problem-solving, communication, and critical thinking skills.

CTC is committed to equity, diversity, inclusion and justice in our organization and our community, and thus we seek a broad spectrum of employees. We strongly encourage and welcome applicants who are Black, Indigenous or People of Color, as well as those who are from other underrepresented communities.

**ORGANIZATION DESCRIPTION**

Led by Artistic Director Rick Dildine and Managing Director Ryan French, Children's Theatre Company (CTC) is the nation’s leading theatre for multigenerational audiences and is one of the 25 largest producing theatres in the United States. A winner of the Tony Award for Outstanding Regional Theatre, CTC creates extraordinary theatre experiences that educate, challenge and inspire young people. It has set standards of excellence in the quality of its productions, commitment to new work, and innovative education and community partnerships.

**DIVERSITY AND INCLUSION STATEMENT**

CTC is dedicated to increasing equity, diversity and inclusion in our audiences, our programs and in all of our hiring for staff, artists, and recruiting of board members. CTC is committed to a future where our theatre is a home for all people, all families, and is truly reflective of our community. We are also committed to providing a work environment that is free from discrimination.  CTC prohibits discrimination in employment against any employee or job applicant because of that person’s race, color, creed, religion, ancestry, sex, national origin, disability, genetic information, age, sexual orientation, gender identity, gender expression, marital status, familial status, veteran status, status with regard to public assistance, membership in a local human rights commission or any other legally protected status.

 **POSITION SUMMARY**

This position is responsible for coordinating and leading shifts of part-time Front of House Associates alongside and in the absence of the Front of House Manager. Responsibilities include ensuring adherence to theatre’s policies and procedures; collaborating with the Stage Management and Ticket Office teams to ensure patrons are seated promptly and the performances start on time; maintaining a positive and respectful attitude during times of great stress; communicate regularly with supervisor about employee and department issues; demonstrating regular and consistent attendance and punctuality; and participating in Children’s Theatre Company events as needed or required.

This position reports to the Front of House Manager.

**ESSENTIAL FUNCTIONS**

**Patron Services**

* Demonstrates excellent customer service and communication skills, respond promptly to patron needs and requests for service and assistance during performances. Must be able to work independently and handle most patron questions without assistance.
* Supervise Front of House associates and volunteers during performances to ensure consistency in areas of customer service, knowledge of CTC, and proper safety procedures
* Oversee concession and gift shop sales reports and prepare deposits at the conclusion of nightly shows, reconciling any open issues and communicating any specific challenges to the Patron Experience Manager
* Willingness to learn the Tessitura ticketing system and accurately pull all reports Front of House needs for the running of the performance along with trouble shooting any issues with NScan or the individual ticket scanners
* Willingness to learn Square point of sale system and be able to troubleshoot any issues independently
* Complete additional task/projects as assigned by Patron Experience Manager, including but not limited to: concession and gift shop product inventory, event set up, and assistance with front of house associate new employee interviews and training

**Collaborate with all staff in the furtherance of CTC’s goal of being an anti-racist/anti-bias theatre that works towards Justice, Equity, Diversity and Inclusion**

* Encourage and empower everyone to speak out against racist and/or biased workplace practices and policies
* Positively contribute to the ACT One platform, creating a future where our theatre is a home for all people, all families, reflective of our community

**POSITION QUALIFICATIONS**

**Knowledge, Skills and Abilities**

* Collaboration – Ability to work with others and be a positive team member contributing to a positive culture
* Communication – Ability to express oneself clearly in interactions with others and to understand what others are expressing
* Coping under pressure – Ability to maintain a calm demeanor and make sound decisions in the face of high stress situations
* Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
* Customer Service – Knowledge of principles and practices for providing customer services, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction
* Decision Making – Ability to make critical decisions while following company procedures
* Detail-oriented – Thoroughness and accuracy when completing a task through concern for all areas involved, no matter how small
* Inclusive – Skill and value of providing equal access of opportunities and resources for people who might otherwise be excluded or marginalized
* Professionalism – Demonstration of personal accountability and effective work habits, and an understanding of the impact of communication and professional image; acting with integrity and ethical behavior with the interest of the community in mind

**Physical Aspects**

This role is periodically responsible for activities that require certain physical abilities. CTC will make reasonable accommodations for employees who are not able to perform these activities, but who are otherwise able to perform the essential aspects of the role. The more physically demanding aspects of the role are:

* Periodically lifting and moving items like program boxes, concession boxes, merchandise, etc. of up to 50lbs
* Assisting patrons up and down stairs repeatedly in a darken environment
* Standing for long periods of time

**Experience**

* Demonstrated customer service skills including working with diverse groups of people
* Previous ushering experience in a non-profit or arts organization a plus, but not required
* Demonstrated supervisory skills preferred

**Computer Skills**

Ability to quickly learn and use institutional programs such as Square, When2Work and Paycom

**Certificates & Licenses**

* CPR/AED/First Aid Certification; training is provided for candidates who do not already possess this certification
* Active Shooter, Fire Evacuation, and Medical situation preparedness related to safety of guests and staff; training is provided for candidates who do not already possess this certification
* The position is required to be certified to sell and handle alcohol; training is provided for candidates who do not already possess this certification

**Other Qualities**

* MUST be available for at least two weeknight performances and one weekend day during the run of all productions
* Availability for weekday mornings are a plus
* A commitment to ethical conduct in all respects of the work environment
* A commitment to creating a just, equitable and inclusive work environment
* A commitment to the protection of confidential information to which this position has access
* Willingness to wear CTC Front of House uniform
* Must be age 18 or older

**COMPENSATION**

The starting pay for this part-time position is $18.79 per hour. Benefits include sick and safe leave and the ability to contribute to a 403(b)-retirement savings plan.

 **TO APPLY**Please send a cover letter and resume to Andrew Robertson, Director of Human Resources at jobs@childrenstheatre.org. Please include the name of the position(s) to which you are applying in the subject line of the email.