

Front of House Manager

Position Overview

The Front of House Manager is the direct supervisor to the team of 6 House Managers. House Managers serve as the primary contact for patrons arriving on the day of their show and oversees all customer-facing operations during performances and events. They maintain a welcoming environment and are knowledgeable about the performance and theater layout. They handle all seating, troubleshoot patron issues, as well as train and manage volunteer ushers. They ensure that the show begins on time and are the first point of contact for onsite emergencies during production hours.

The role of Front of House Manager requires strong leadership, exceptional communication, and problem-solving skills. Experience in event or theater management, excellent organizational skills, and the ability to work flexible hours, including evenings and weekends, are essential.

The Front of House Manager reports directly to the Patron Services Manager.

Job Details

Compensation: Starting at \$30/hour; Part-Time; Non-Exempt

Schedule: Wednesday, Friday, Saturday, Sunday; 6-Hour Shift; Evenings Required

Key Responsibilities

- Supervise Front of House staff including House Managers and volunteer ushers, providing guidance and support during live events.
- Serve as a welcoming presence to all patrons and staff entering the lobby to support our mission and to create a space of belonging.
- Ensure Front of House staff are trained on audience safety, accessibility standards, and patron service best practices.
- Create and maintain team schedule, monitoring and adjusting staffing levels in response to performance schedules, audience size, and other business needs to ensure efficient coverage.
- Supervise Usher Program Manager and oversee success of SFPH Usher Program.
- Regularly review and revise Front of House policies, such as late seating, intermission timing, and emergency procedures, as the needs of the organization change.
- Respond to and resolve patron inquiries, complaints, and accommodation requests with professionalism and discretion.
- Oversee maintenance of production and season-specific marketing material throughout theater, lobby, anteroom, and shared spaces between floors 2 & M2.

- Oversee maintenance of a clean, organized, sanitized, and fully stocked lobby, auditorium, and patron facilities throughout all performances.
- Oversee the completion of post-show reporting and shift documentation.
- Liaise with Box Office to confirm ticketed attendance and coordinate with Stage Management on curtain times and show flow per performance.
- Oversee building lock-up procedures following final audience departure, ensuring all public areas are closed and safe.

Qualifications

- Excellent organizational, communication, and problem-solving skills
- Prior experience in event management, theater operations, or customer service leadership
- Proven ability to manage high-pressure situations and crowds with calmness and professionalism
- Ability to work flexible hours, including evenings, weekends, and holidays
- CPR and First Aid certification (or willingness to obtain)