

**Position Title: Front of House Manager**

Status: Part-Time, Seasonal/Non-Exempt

Reports To: Executive Director

Supervises: Volunteer Ushers

**Position Summary:**

The House Manager is responsible for ensuring all Symphony patrons receive the best overall front-of-house concert experience. S/He must be able to effectively and courteously problem-solve and exhibit grace under pressure.

**Responsibilities:**

- Recruit, train, schedule and monitor volunteer ushers for all JSO performances, ensuring Symphony events are staffed by volunteers of the highest caliber.
- Serve as a liaison between patrons and the Symphony, ensuring an efficient front-of-house operation and a positive experience for Symphony patrons; coordinate concert start and end times with back-of-house personnel;
- Executive on Duty to address any facility issues.
- Work with staff to address all patron issues either at the time of the issue or within three days of the concert at which the issue occurred.
- Other duties as assigned

**Requirements:**

- Bachelor's degree preferred or two years of similar experience.
- Excellent communication, interpersonal, organization and leadership skills.
- Proficient in Microsoft Office.
- Responsible, reliable, able to work daytime, weekends and evenings. The position requires work at concerts on select Saturday evenings, and occasional Sunday evenings, afternoons and mornings
- Must have a positive attitude, be able to work as part of a high-functioning team, possess a knowledge of and passion for the performing arts, as well as the strong desire to share it with others.
- Sense of humor
- Excellent customer service skills
- Though not required, experience with ArtsPeople CRM is preferred

**Physical Demands:**

Requirements and demands commonly associated with the performance and functions of this position include:

- Standing



- Walking
- Sitting
- Reaching
- Stooping
- Hand and finger dexterity
- Clear speech
- Hearing / listening
- Clarity of vision with the ability to bring objects into sharp focus; color perception
- Basic math and analytical skills
- Judgment, problem solving and decision-making
- Heavy lifting and moving of equipment

**Working Conditions:**

Primarily inside; some work outside events. Customer service with large crowds, intimate settings and office conditions.

**Diversity, Equity and Inclusion**

Johnstown Symphony Orchestra is an equal opportunity employer and does not discriminate on the basis of age, race, sex, color, religion, national origin, disability, military status, sexual orientation or any other status protected by applicable state or local law.

