

Front of House Associate (Part-time)
South Orange Performing Arts Center (SOPAC)
South Orange, NJ

The South Orange Performing Arts Center (SOPAC) is a regional arts center that presents innovative artistic and educational cultural experiences through music, theater, dance, comedy, and family performances. SOPAC is in downtown South Orange next to the NJ Transit train station, and includes a 439-seat theater, a Loft space for classes, parties, & performances, and a multi-screen cinema. More information about SOPAC can be found at www.SOPACnow.org.

SOPAC is seeking an experienced part-time Front of House Associate to join our Audience Services team. This position will require equal expertise and responsibilities as both a house manager and a box office representative. Chosen candidate will be crossed trained in both areas and will alternate their responsibilities when scheduled to work at performances. Prospective candidates should have excellent customer services skills, be well organized, a self-starter, a team player, punctual, detail oriented and easily adaptable. Knowledge of Patron Manager, or any other Customer Relations Manager (CRM)/ ticketing software a plus, but not required.

Essential Duties and Responsibilities:

House Manager

- Supervise front of house operations including ushers, ticket takers and program distribution for all ticketed performances.
- Oversee ticket collection, patron services, seating, and front of house emergencies.
- Coordinate with production staff to manage the timely opening and closing of the house and intermission.
- Manage and assign volunteer ushers at performances.
- Assure preparation and use of all public spaces for access.
- Maintain all rules and regulations – including those related to audience safety and compliance with Americans with Disabilities Act (ADA).
- Submit performance reports for each event and accident/incident reports as needed; report any patron or facility issues to the appropriate SOPAC staff for follow-up.

Box Office Representative

- Process tickets sales, memberships, gift cards, and donations.
- Inform patrons about upcoming performances, providing descriptions, dates, times, and additional information to help them with their purchasing decisions.
- Assist patrons with venue information, including directions, local dining, parking, special needs accessibility, etc.

Qualifications:

- Required evening and weekend availability on a regular basis.

- Experience in theatrical front of house and box office operations or customer service and hospitality.
- Excellent customer service and superior patron relations skills.
- Must always maintain a professional appearance and style.
- Ability to multi-task and problem-solve in a fast-paced work environment.
- Strong team building and management skills; must be responsible, mature, and able to maintain calm control in stressful or emergency situations.
- Experience with Patron Manager, or another ticketing software a plus
- Experience with Microsoft Office applications. (Excel, Word, Outlook)
- Knowledge of performing arts.
- Experience with monetary transactions.

Reports To:

Director of Audience Services

Salary:

Part-time, hourly employment at \$15/hour. Minimum of 10 hours a week

To Apply:

Please submit résumé, cover letter, and three professional references via e-mail.

E-mail: boxoffice@SOPACnow.org with subject line "Front of House Associate Search"

No phone calls please. We thank you for your interest in working for SOPAC. Once submitted, your résumé will be reviewed, and if your background fits our needs, you will be contacted for an interview.