



MARILYN RODMAN  
PERFORMING  
ARTS CENTER

**Title: Front of House Manager**

**Summary of Position:** The Front of House Manager will be responsible for managing the front of house for events at the MRPAC. This includes supervising box office staff and volunteers while providing a positive and welcoming experience for every audience member and artistic client of the MRPAC. The person selected for the role will be adaptable, able to work in a fast-paced environment, a confident team leader, an efficient problem-solver and someone who prioritizes high quality customer service.

Applicants should possess a firm command of team management, customer service and de-escalation skills. The MRPAC Front of House manager must possess the ability to work effectively with a diverse population in an inclusive manner that makes everyone feel welcome.

- **Status:** Part-time, approx. 3-6 hrs/week as needed. \$17/hr
- **Start Date:** ASAP, pending training period
- **Specific schedules: Nights & weekends; specific hours vary based show schedules**
- **Reports to:** Executive Director
- **Works Closely With:** Executive Director, Artistic Director, House Managers, Operations Director, Bar & Concessions Managers, Box Office staff, Volunteers, Patrons & Artistic clients

**General Responsibilities:**

- Supervise and train volunteers to successfully execute concessions operations, ushering and greeting; fill in as needed when the bar or box office needs support
- Warmly welcome patrons to the theater, assist with seating and box office issues
- Handle headline talent hospitality and communication as directed by senior staff
- Be the point of contact for all venue rental clients and logistical bridge between front of house and backstage during productions
- Communicate process improvement measures to the Executive Director
- Be the point of contact in case of emergency evacuation; lead evacuation efforts if necessary
- Conduct safety inspections prior to events and performances; ensure compliance with all codes & permitting regulations
- Responsible for cash management of concessions & box office areas
- Assist with post-show cleaning duties as needed; responsible for all closing duties
- Be an active, knowledgeable and visible ambassador for MRPAC as it relates to the current and upcoming performances, gallery shows and organizational history



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**Essential Qualifications:**

- Experience working in the performing arts, prior experience in front of house operations and/or customer service industry preferred; will train the right candidate
- Commitment to cultural competency practices related to diversity, equity & inclusion
- Energetic, reliable, independent, and flexible work-style
- Builder of positive workplace relationships, exceptional team leadership skills
- Possesses excellent interpersonal communication skills
- Able to work collaboratively with supervisors and colleagues to find solutions
- Able to respond creatively and swiftly in a fast-paced environment
- Must be 18 years of age or older and able to pass a MA CORI check
- Ability to stand for long periods of time and to move around the venue
- Position requires the ability to lift & carry items up to 25 lbs.
- Position requires ability to navigate stairs, bend, twist, and reach
- Must complete TIPS certification and Crowd Manager certification through the MRPAC before independent work begins

Please submit resume and cover letter by email to the attention of Catherine Miller, MRPAC Executive Director at [catherinem@mrpac.art](mailto:catherinem@mrpac.art).

MRPAC is committed to an equal opportunity hiring process.  
All qualified individuals are welcome & encouraged to apply.