

## House Managers and Concessions Staff

### **DESCRIPTION:**

The Umbrella is looking for responsible, reliable, and friendly individuals to join a rotating staff of House Managers and Concessions Staff who provide a smooth, enjoyable, and friendly experience for all guests.

### **HOUSE MANAGER RESPONSIBILITIES:**

- Using web-based ticketing software, prepare will-call lists and print tickets.
- Ensure box office, concessions, lobby, and theater are clean and ready for guests.
- Review ticketing procedures with ticket sellers and ushers.
- Brief ushers on seating procedures.
- Ensure a welcoming and excellent patron experience.
- Resolve any ticketing, concessions, or guest experience questions or concerns.
- Supervise lobby and public spaces during performance and assist with any issues that may arise.
- Provide guidance to ushers to ensure the theater / lobby is cleaned after each performance.
- Ensure security of box office and concessions after each performance

### **CONCESSIONS STAFF RESPONSIBILITIES:**

- Prepare concessions items like popcorn, wine pours, etc.
- Serve concessions items including beer, wine, soft drinks, and food items at our point of sale.
- Take payments via cash and credit card and reconcile the cash drawer at the end of each shift.
- Ensure a positive patron experience at the concessions stand.
- Break down and clean concessions equipment.

### **TIME COMMITMENT:**

- Flexible, per-shift scheduling
- Hours are typically 6:30pm – 11:00pm weeknights and Saturday nights and/or 1:30pm – 6:00pm Sunday matinees
- The season runs from late September through mid-June.

### **SALARY:**

- House Managers are paid \$100 per shift
- Concessions Staff are paid \$50 per shift plus tips

**QUALIFICATIONS:**

Ideal FOH staff members are outgoing, energetic and enjoy working with people. They enjoy working on their feet and solving problems, and thrive in a fast paced environment. They are passionate about the performing arts, providing an excellent customer service experience, and being a part of a mission-driven organization.

**HOW TO APPLY:**

Those interested should email [john@theumbrellaarts.org](mailto:john@theumbrellaarts.org)

**ABOUT THE UMBRELLA ARTS CENTER:**

The Umbrella Arts Center is located at 40 Stow Street in downtown Concord. Our mission is to enrich lives and build a vibrant and inclusive community through the arts. We inspire creativity, learning, and personal growth through education, performing and visual arts, cultural events, and community collaborations. Each year we engage, excite, and educate people of all ages – from toddlers to seniors – in the arts. Our performing arts and events draw thousands to our 344-seat main stage theater and 100-seat black box theater. We present approximately 8 exhibitions per year including curated, juried, and non-juried exhibitions and works by local, regional, and national artists. Our popular Arts and Environment program links discovery of art with passion for nature. And, our community of 50+ artists adds tremendous vitality and inspiration. For more information, please visit [www.theumbrellaarts.org](http://www.theumbrellaarts.org).