BLACK ROCK
CENTER FOR THE ARTS

Title: Front of House Manager
Location: Germantown, MD
Starting: Immediately
Duration: Part-Time

- *Immediately:* 20 Hours Training + additional hours for Events/Performances
- *Starting September:* on track to consistent hours (20+) as programming increases
- *Working Weekdays:* not needed most days before 4:00 PM
- *Working Weekends:* mostly needed after 4:00 PM; some special events or performances will require an earlier starting time.

Salary: $18/hour
Reports to: Artistic Director and Patron Services Manager

About Us:
BlackRock Center for the Arts, the leading venue for the performing and visual arts in Upper Montgomery County, MD, provides the community with the highest level of quality performances, free gallery exhibitions, and arts education classes in a welcoming and intimate setting close to home.

Reaching more than 40,000 people per year, BlackRock presents performances featuring top regional, national, and international touring talent from the worlds of jazz, blues, Celtic, folk, world, and bluegrass, as well as a contemporary theater for audiences of all ages.

Job Description:
The Front of House Manager will work closely with the Artistic Director and Director of Operations to ensure quality management of all front of house needs for BlackRock's performances, special events, and rentals (needs and dates pending). In addition, the Front of House Manager will work with the Patron Services Manager (TBD) to ensure successful execution for events and performances in the areas of front desk/box office, volunteer coordinating & training, concessions, patron experience, and safety.

This individual should have excellent written and oral communication, interpersonal, and organizational skills, with attention to detail and ability to handle multiple tasks simultaneously. Additionally, we are seeking a confident individual who can work independently and in a team-based environment. This individual should have a commitment to BlackRock' mission to bring performing and visual arts experience to diverse audiences and providing accessible opportunities to engage in the arts.

Duties and Responsibilities:

1. Oversees prep, execution, and strike (pending needs) of front of house for performances, events, and rentals (pending needs) with assistance from the House Manager and volunteers.
2. Once consistent hours are available (expected starting in September; 20+ hours): During non-event/performance workdays, the Front of House Manager is responsible for Front Desk / Patron Services duties, starting at 4:00 PM (weekdays); end time and specific days TBD.

3. Patron Services Manager will manage the box office during the morning/day, and the Front of House Manager oversees box office management the few hours leading up to the event start time. Front of House Manager – with assistance from the House Manager and any volunteer box office personnel – is responsible for prepping tickets day-of for Will Call and completing and submitting the EOD Ticketing Report. Prior experience with OvationTix is preferred, but not required.
4. Works with the Patron Services Manager and Volunteer Coordinator to hire, train, and schedule volunteers for concessions, bartending, ushering, and box office positions.
5. Front of House Manager – with assistance from the bartender and volunteer concessions personnel – will complete and submit the EOD Concessions Report, update inventory, and place orders for any concessions needs.
6. On the day of events/performances, the Front of House Manager serves as the main contact for visitors, including artists (if the Artistic Director is not available), volunteers, vendors, and guests, and is the contact/lead staff should there be any emergency situations.
7. On the day of events/performances and with assistance from the event House Manager, the Front of House Manager is responsible for completing the pre-show checklist and confirming everything (lobby; box office; concessions; performing space; dressing rooms) is in order and prepped for the event/performance.
8. Works with the event/performance House Manager to see guests, artists, and volunteers exit the building in a timely manner.
9. Responsible for securing the building at the end of the event (there should always be a second staff member present; most likely the event House Manager).
10. As hours increase for the Front of House Manager position in the coming months, some additional Front Desk/Patron Services duties may be assigned, but never taking precedence over the main Front of House Manager responsibilities.
11. May – August 2021 – Must be available for the following dates, with future event dates as programming grows throughout the coming months:
    - June 12, 2021 (evening)
    - June 19, 2021 (all day)
    - July 2, 2021 (evening)
    - July 9, 2021 (evening)
    - July 16, 2021 (evening)
    - July 17, 2021 (evening)
    - July 23, 2021 (evening)
    - July 30, 2021 (evening)
    - August 21, 2021 (evening)
12. Assume other duties as assigned.

For any questions and to submit your application via email (.PDF or .DOC), please insert the words “Front of House” into the Subject line. Only qualified applicants will be contacted. Please direct all submissions to: jobs@blackrockcenter.org.

DATE PREPARED: MAY 2021

* Blackrock Center for the Arts has an institutional commitment to the principle of diversity. In that spirit, we welcome applications from all qualified individuals without regard to race, religion, creed, color, gender, sexual orientation, age, disability or national origin.