



TITLE: Front of House Supervisor	Full or Part Time: \$12/hour
REPORTS TO: Director of Audience Services	HIRE DATE: Immediately
SUPERVISES: Front of House Staff	

SUMMARY DESCRIPTION: The Front of House Supervisor oversees the Front of House staff and assists with customer service duties such as ushering, ticket taking, concession stand and Magik Memories Store sales, preparing food for sale, handling cash, stocking merchandise, and maintaining cleanliness and upkeep of front of house. Requires working most weekday/weekend/special events throughout the year on an as needed basis. This position requires an enthusiastic and professional approach to creating positive customer experiences for people of all ages and abilities in service to The Magik Theatre’s mission and reports directly to the Director of Audience Services.

RESPONSIBILITIES INCLUDE:

- As an individual and as part of a team, creates a high level of customer service in an enthusiastic, welcoming, helpful, and professional manner
- Makes sure all signage and marketing collateral are displayed appropriately for each performance (Marketing table is set up and update all flyers/brochures/materials).
- Makes sure the theatre (entry, lobbies, restrooms, concessions, seating hall and all other areas) are clean and in equipment is in working order.
- Handles sales transactions of concessions, merchandise and other sales transactions
- Handles cash/credit card transactions, including counting start up and ending monies and making change
- Tabulates receipts and balances concessions and merchandise sales at the end of a show
- Inventories supplies on hand at end of each day and restocks if applicable
- Takes tickets or otherwise checks in patrons to performances as needed
- Helps seat patrons before and during the performance
- Handles any customer problems or complaints, solving them or directing them to a management team member when appropriate
- Assists with work schedule and payroll for Front of House Staff
- Processes all ticket request donations
- Will assist in the box office to handle day-to day operations on an as needed basis
- Assists Director of Audience Services
- All other duties as assigned

EXPERIENCE:

- College degree is desired
- Experience in food service preparation and cash handling a plus
- TABC Certified is desired but not mandatory
- Experience in Theatre or related industry

TO APPLY: Please send your resume and a cover letter with three references to info@magiktheatre.org.