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Job Description: Amphitheater Front of House Manager

Non-Exempt: Hourly worker and **Seasonal Summer Employee**

Position Summary:

Train, schedule, and supervise all Medora Musical front of house staff; ensure excellent customer service and safety while resolving guest problems at the Burning Hills Amphitheatre.

Essential Job Functions:

- Schedule staff for all front of house positions at the Burning Hills Amphitheater.
- Supervise the front of the house staff at the Burning Hills Amphitheater.
- Account for all hours reported on time sheets for front of house employees and verify the accuracy of the information reported on weekly timesheets; ensure that timesheets are delivered to the accounting staff in accordance with TRMF policy.
- Ensure excellent customer service and customer safety.
- Participate in TRMF safety program as directed by the TRMF Personnel Manager.
- Help to maintain a safe, productive, and comfortable work environment for permanent and seasonal staff.
- In Coordination with the Volunteer Coordinator assign the volunteers to their nightly duties.
- Train and supervise head usher to work pleasantly and effectively with the volunteer ushers to resolve seating and access problems.
- Coordinate schedules for the amphitheater with Assistant Amphitheater Manager and maintain time keeping records.
- Increase concession and gift shop sales by leveraging effective personnel.
- Maintain necessary inventory on equipment and supplies.
- Attend all meetings pertaining to the front of house responsibilities.
- Ensure that the front of house lights are on prior to the house opening and be accountable of other elements of general guest safety.
- Know the placement of emergency equipment and location of emergency personnel prior to the show.
- Work to guarantee each guest experiences strongest customer service possible.
- Assist in training personnel for each amphitheatre position.

Other Responsibilities:

- Upon arrival check attendance in order to make other amphitheater supervisors award of sales progress.
- Check personnel for proper uniform and appropriate dress to serve the public.

- Remind personnel to be courteous and informative to the traveling public.
- Make sure employees are in proper uniform each day.

ADA Requirements

- Continuously
 - Stand
 - Visual acuity to determine accuracy, neatness and thoroughness of work assigned, close proximity use of computer software and determine safety of workplace surroundings for themselves and guests.
- Frequently
 - Walking
 - Lifting up to 50 pounds.
 - Carrying up to 50 pounds.
- Occasionally
 - Sitting
 - Climbing
 - Balancing
 - Talking
 - Hearing
 - Pushing or Pulling
- Environmental Conditions
 - Continuously working in outdoor conditions
 - Frequently working in hot and/humid conditions.
 - Frequently working in cool outdoor conditions.

Qualifications and Education Requirements:

- Previous customer service experience required.
- Previous work in a theater preferred.
- Previous management experience preferred.

Supervision:

- The Amphitheatre Front of House Manager will supervise staff at the Burning Hills Amphitheatre.
- This role reports to the Burning Hills Amphitheatre Manager.

Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position at anytime.