



Title: Front of House Manager **Division/Department:** Operations

Reporting To: Operations Director

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

Position Summary

The Front of House Manager oversees all front of house operations at the Carolina Theatre at Belk Place. This role requires strong leadership, attention to detail, implementation and communication skills, follow-up and responsiveness, often requiring a high level of flexibility and decisiveness within an environment of competing priorities and requests.

Duties & Responsibilities

- Oversees all front of house operations (public-facing spaces)
- Works with Programming, Box Office and Technical Director pre- and post-show to provide the best customer and client experience
- Works with janitorial and maintenance staff to ensure all soft goods for restrooms and cleaning are fully stocked for each event
- Recruits, schedules and oversees all part-time Theatre staff (ushers, concessions, bartenders etc.)
- Schedules and performs training for all part-time theatre employees
- Keeps menu items, concessions equipment, food, signs, and pricing up-to-date and relevant for programming and rentals
- Orders and maintains inventory for all concessions including alcohol and all food products
- Communicates any special situations that need to be announced/addressed prior to event
- Responsible for all taxes, purchasing, sales, and reconciliation
- Ensures that all egress, ADA and house rules are followed by all departments
- Oversees merchandise operations
- Establishes, directs and monitors patron services to ensure a five-star standard of care
- Understand and abide by all NC alcohol laws
- Serves as contact inspections for Liquor License and Health
- Manage monthly deep cleaning of kitchen
- Night of event support
- Other duties as assigned

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Job Qualifications

- 3 - 5 years management experience, specifically within the theatre industry
- Bachelor's Degree preferred
- Strong sense of project management and organizational skills
- Strong leadership skills
- Ability to delegate tasks and responsibilities as appropriate
- Comfortable learning new technology applications
- Responsive, service oriented work-style
- Ability to multi-task, work under pressure and maintain deadlines
- Strong communication skills with clients, employees, management, and contractors
- Ability to work flexible hours, including nights, weekends and holidays
- Ability to meet the physical demands of the job, including lifting, carrying, moving, climbing, etc.
- Must be able to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl
- Ability to perform strenuous, manual labor work over long periods of time, including, but not limited to, general lifting up to an estimated 40 - 50 pounds and loading, unloading, carrying and other heavy labor tasks at and around Foundation properties
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another.