



<b>TITLE: Front of House Staff</b>	<b>JOB TYPE: Part-time</b>
<b>REPORTS TO: Audience Services Manager</b>	<b>COMPENSATION: \$11/hour</b>

**SUMMARY DESCRIPTION:** Front of House Staff members perform customer service duties such as ushering, ticket scanning, concession sales and Magik merchandise sales, handle cash, stock merchandise, and maintain cleanliness and upkeep of front of house areas. This position requires an enthusiastic and professional approach to creating positive customer experiences for people of all ages and abilities in service to Magik Theatre’s mission.

**RESPONSIBILITIES INCLUDE:**

- ⦿ Maintaining a high level of customer service in an enthusiastic, welcoming, helpful, and professional manner
- ⦿ Ensuring all signage and marketing collateral are displayed appropriately for each performance
- ⦿ Handling sales transactions of concessions and/or merchandise
- ⦿ Handling cash/credit card transactions, including counting start up and ending monies and making change
- ⦿ Storing, preparing, and serving refreshments in accordance with health department regulations and guidelines
- ⦿ Inventorying supplies on hand at end of each day and restocking
- ⦿ Cleaning concession stand/equipment, removing trash, sweeping, and vacuuming
- ⦿ Scanning tickets or otherwise checking patrons in to performances
- ⦿ Helping seat patrons before and during performances
- ⦿ Handling customer problems or complaints, or directing them to a supervisor when appropriate
- ⦿ All other duties as assigned

**EXPERIENCE:**

- ⦿ Experience in food service preparation and cash handling a plus

**TO APPLY:** Please send your resume to [employment@magiktheatre.org](mailto:employment@magiktheatre.org).