



TITLE: Front of House Staff	Full or Part Time: \$8.75/hour
REPORTS TO: Director of Audience Services	HIRE DATE: Before December 1, 2016
SUPERVISES: Non-supervisory	

SUMMARY DESCRIPTION: The Front of House Staff performs 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. 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.

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
- Stuffs programs or otherwise prepares materials for customers at the theatre or for mailings
- Stores, prepares, and serves refreshments in accordance with health department regulations and guidelines
- Handles sales transactions of T-Shirts, posters and other merchandise
- Handles cash/credit card transactions, including counting start up and ending monies and making change
- Tabulates receipts and balances accounts at the end of a show
- Inventories supplies on hand at end of each day and restocks
- Cleans concession stand/equipment and removes trash
- Greets customer and aids customers in locating desired merchandise
- Takes tickets or otherwise checks in patrons to performances
- Helps seat patrons before and during the performance
- Handles any customer problems or complaints, solving them or directing them to a supervisor when appropriate
- All other duties as assigned

EXPERIENCE:

- High School Diploma desired
- Experience in food service preparation and cash handling a plus

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