



Van Wert Area Performing Arts Foundation Job Description - Front of House Manager

Job Title: Front of House Manager
Reports To: Executive Director
Classification: Exempt; Full-time
Salary Range: \$37,000 - \$45,000 based on experience

JOB SUMMARY

The Front of House Manager at Van Wert Live oversees front-of-house operations, ensuring a seamless experience for patrons and artists. This includes managing volunteers (ushers, ticket takers, concessions), coordinating event logistics, and providing exceptional customer service while maintaining safety and operational standards. The role also handles artist hospitality, ensuring their needs are met before, during, and after events. Collaboration with production, box office, marketing, and management ensures smooth event operations and a positive experience for both patrons and artists that's SO GOOD it demands a return.

POSITION PRIMARY DUTIES

Front of House Management:

- Act as liaison for Van Wert Live and other organizations to coordinate performances and events.
- Work in collaboration with all departments for the overall success of events.
- Recruit, manage, and schedule front-of-house staff and volunteers ensuring they are well-trained, informed, and adhere to customer service standards.
- Create and manage schedules for all contracted police and security personnel.
- Implement safety protocols to ensure a safe environment for staff, volunteers, artists, and patrons.
- Assist with volunteer and event staff training on basic roles and responsibilities, safety and evacuation procedures, industry practices and venue operating policies.
- Organize volunteer orientation sessions, training programs, and appreciation events.
- Maintain an accurate volunteer database, tracking hours, roles, and contact information.
- Serve as the manager on duty for performances and events, leading front-of-house functions and supervising volunteers, while addressing questions and providing support.
- Hold pre-show meeting to advise the run of the event, volunteer assignments, procedures, etc.
- Schedule and manage custodial staff, addressing urgent issues and coordinating additional cleanup.
- Maintain cleanliness and presentation of all public areas, including lobbies, restrooms, and seating.
- Address patron concerns, complaints, and emergencies promptly and professionally.
- Oversee inventory management for front-of-house supplies, uniforms, and materials.
- Advance artist merchandise with artists/tour managers/presenters in adherence to contract terms.
- Manage merchandise sales for artists and presenting organizations utilizing volunteer team members and POS system. Inventory all merchandise and reconcile settlement payments.
- Other duties as needed.

Artist Hospitality:

- Represent Van Wert Live professionally and competently as primary point of contact for assigned artists/tour managers, directing inquiries to other members of the production team as necessary.
- Negotiate riders and prepare show/event cost estimates for all aspects of artist hospitality (*catering, lodging, transportation, security, and other assistance as needed*) for building talent offers.
- Conduct hospitality advance discussions with artists/tour managers.

- Coordinate with production to integrate hospitality services seamlessly with event schedules.
- Coordinate artist travel, transportation, accommodations, and catering, making sure all arrangements are made to meet their preferences per contract terms and the venue's budget.
- Oversee the creation and maintenance of artist green rooms, dressing rooms, and backstage areas.
- Track and facilitate appropriate inventory of hospitality amenities.
- Ensure artists are provided with clear schedules and any necessary event information.
- Provide on-site support to artists during rehearsals and performances, addressing any special requests or last-minute changes ensuring the highest-quality artist experience.
- Manage VIP and artist needs during events, including accommodations, meals, and transportation.
- Track and manage contract rider fulfillment, including hospitality, transportation, comp tickets, etc.
- Track artist feedback and ensure all aspects of their experience meet or exceed expectations.

Event Rental Coordination:

- Manage venue rental bookings and scheduling, including inquiries, contract negotiation, event calendar management, reconciliation, and communication with internal and external stakeholders.
- Meet in advance with rental event clients to confirm front of house set up arrangements, concessions and catering needs, merchandise deals, set up needs, show/event schedule, and any special requirements. Communicate event set up details, changes or developments to appropriate staff.
- Be available for event rentals from load-in to load-out to assist with any needs or issues.
- Develop and maintain relationships with rental clients, acting as the primary contact for rentals.

Personal Qualifications:

- High school diploma or equivalent is required; a degree in hospitality management, event planning, or a related field is advantageous.
- Experience in artist hospitality, volunteer management and recruitment, and event management is preferred, but not required.
- Proficient in basic computer software.
- Strong organizational, communication, and interpersonal skills; ability to manage multiple tasks and resolve issues effectively in a fast-paced environment.
- Ability to take initiative & prioritize multiple competing tasks.
- Ability to understand and follow complex oral and written instructions.
- Ability to work with close attention to detail and to maintain confidentiality.
- Flexibility to work evenings, weekends, and holidays as required by the performance schedule.
- Background check and references required.

Physical Requirements:

- Position requires walking, stooping, bending, reaching, standing, occasional lifting up to 30 lbs., and frequent stair climbing.

Benefits:

- Health, dental, and vision insurance
- 403(b) Plan
- Health Savings Account
- Flexible Work Schedule
- Paid time off
- Professional development opportunities

Schedule:

- Day shift
- Monday to Friday
- Evenings, weekends, and holidays as required by event schedules

Van Wert Live is an Equal Opportunity Employer:

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.