

POSITION DESCRIPTION

Front of House Team Member

Employment Basis:	Casual
Hours of work:	Approx. 10-15 per week across Monday – Sunday during performance weeks (subject to review)
Reports to:	General Manager, Front of House Manager & Bar Manager
Remuneration:	\$27.64/hr. – Bar and Box Office Shifts \$29.59/hr. – Duty Manager Shifts + superannuation

Hayes Theatre Co develops and produces some of the most exciting musical theatre in Australia. Over eight thrilling years, the company has developed a reputation for highly entertaining, exceptional quality musicals, where new Australian writing rubs shoulders with bold new productions of Broadway and Westend hits. Hayes Theatre Co provides a fun, friendly work environment that promotes inclusiveness and supportive teamwork.

These are casual roles and require flexible availability, dependant on each production's requirements and performance schedule. This will include evenings, weekends and afternoon matinees. This integral position requires reliable, adaptable individuals who are naturally personable and who will positively promote the reputation of the venue and its productions. The ideal candidate will have experience and training working in a theatre front of house including: box office, ushering, bar work & bar management.

Front of House Team Members for Hayes Theatre Co must be self-motivated and confident. They must demonstrate initiative and an ability to work with and within a team. They must ensure quality customer service for the audience before, during and after a performance. They will work in multiple roles within the Front of House team and across the theatre. Shifts can include being placed on the bar, box office or on the door. There will also be an opportunity to take on supervisory shifts, depending on experience and aptitude. This role will be expected to assist with the overall presentation, appearance, cleaning and maintenance of the theatre venue.

Duties include:

Box Office

- Utilizing the company's booking system – ENTA.
- Provide face to face and phone services to patrons purchasing and collecting tickets prior to performances.
- Assist with the building and maintenance of Events on Box Office system.
- Maintain integrity of box office database by performing regular cleaning of data and merging of patron records.
- Run reports as requested by General Manager, Front of House Manager or production Producers.
- Respond to patron queries on email.
- Assist the Front of House Manager with keeping track of changes to the seating allocation and producer hold requests.
- Provide general administration support at request of General Manager or Front of House Manager.
- Ensure venue tidiness and appearance is maintained to acceptable standards.
- Advise Front of House Manager or Bar Manager of items requiring replenishing.
- Check tickets of patrons and provide guidance to their allocated seat, resolving any issues where possible and escalating to the Front of House Manager where required.

Bar

- Maintain tidiness and general appearance of bar area to present the best impression of the venue to audiences.
- Perform nightly reconciliation of bar takings and complete any required paperwork.
- Ensure the foyer, bar, public areas and amenities are always clean and highly presentable.
- Provide excellent customer service before the show, during interval and after which can include selling drinks, food and merchandise.
- Mixing and pouring beverages, as needed.
- Cleaning and polishing glassware.
- Clearing and reporting breakages.
- Assist with cleaning the theatre and collecting rubbish or dirty glassware at the completion of a show.
- Ensure there is enough stock and record any needs to the Bar Manager.

Duty Manager

- Supervise other staff & volunteers in the performance of their duties
- Ensure safety of all patrons, staff & volunteers.

- Ensure overall tidiness of foyer area and amenities during performance times.
- Liaise with production stage manager's regarding essential production requirements such as lock-out periods, cast entry through foyer, clearance, etc.
- Ensure the theatre seating is open to patrons at the designated time and interval is kept to agreed length of time.
- Assist in carrying out any pre-show requirements for creating a particular "atmosphere" as communicated by producers and the Front of House Manager.
- Perform nightly reconciliation of box office takings including ticket sales and program sales and complete paperwork.
- Manage any incidents involving patrons or volunteers and complete an incident report, communicating the details to the General Manager and Front of House Manager for follow-up.

General

- Attend regular staff meetings at the request of the General Manager or Front of House Manager.
- Maintain personal RSA accreditation and First Aid accreditation. Hayes will pay for obtaining and maintaining First Aid, while RSA is the employee's responsibility.
- Liaise with General Manager and Front of House Manager regarding processes and procedures that can be improved and implement changes.
- Advise about any venue/building issues that require attention or repair.

Other duties as required.

To apply, please send your CV and a cover letter to the Front of House Manager, Kayla French, at kayla@hayestheatre.com.au