FRONT OF HOUSE MANAGER

POSITION SUMMARY

Salary: $43,000 - $47,000 with benefits
Location: Hartford, CT (in person)
Supervisory role: Yes
Department: Marketing
Reports to: Director of marketing
Status: Full-time, exempt (40 hours/week); variable schedule may include nights and weekends
Benefits: Yes

Who we are

Over the last year, we closed our theater doors to in-person performances, just like many others across the globe. We paused and used the time to listen, deliberate, and reflect. We looked at ourselves, and we looked at our home city—one that is mixed across differences such as race, language, sexual orientation, gender identity, and more. At our core, we became consciously aware that we do not reflect the breadth and beauty of diversity the way we could and should.

As we open our doors once again, we at Hartford Stage are seizing the moment now and taking intentional, deliberate actions to truly become Hartford’s stage.

Who we’re looking for

Maybe you’ve worked in engineering, teaching, hospitality, carpentry, or IT. Maybe you were a bartender, a ride-share driver, a nurse, or an HR manager. Maybe you’ve been looking for a different place with new scenes and fresh lighting for a while, or maybe theater has been your life for a long time, and you can’t wait to get back. This role could be that opportunity.

The position we’re filling

As the front of house manager, you will be at the center of all the action before, during, and after each of our performances, creating a superior experience for our guests. You will lead and engage a team of part-time staff and volunteers, teaching and modeling superior customer relations skills to ensure our audiences are well-taken care of during their visit in an inclusive and professional manner. From preparing the theater for guests and making sure the show starts on time, to resolving seating and ticketing issues, to managing concessions, you will have many balls in the air. You are an incredible multitasker and an experienced communicator. You’re someone who sees the big picture and enjoys getting into the nitty gritty details. You’ll be part of an ambitious and collaborative marketing team, delivering on our vision for the front-of-house experience for each production.

What you’ll be doing

• Managing the day-to-day running of house operations, including but not limited to ensuring that the theatre is in a show-ready state
• Overseeing the recruitment and training of the volunteer program and hiring and training part-time staff for work in various Front of House positions
• Coordinating volunteer, staff, and assistant house managers’ schedules to ensure proper coverage at all performances and events
• Using excellent customer service skills to manage any seating/ticketing problems
Communicate at the end of each performance a recap of the day with information regarding the performance or event
Ensuring prompt start and intermission times for each performance
Working with the operations team to ensure facility needs are being met
Managing concessions, merchandise inventory, staffing, and reporting

What you bring

Excellence in:

- Working and leading collaboratively and inclusively, mindful that we each bring our own unique styles, thinking, cultures, and talents to the team
- Verbal and written communication and interpersonal skills
- Customer relations
- Managing staff and/or volunteers
- Thriving in a fast-paced environment while remaining calm under pressure
- Time management, prioritization, and attention to detail
- Adaptability—flexible under pressure
- Creative problem-solving
- Merchandise ordering and management
- Basic budgeting and reporting
- Microsoft Office Suite
- Applying diversity, equity, inclusion, accessibility, and anti-racist practices, as well as their direct impacts on department activities

Requirements:

- Minimum of three years of experience in a customer relations role
- Minimum three years of experience managing people, budgets, and forecasting

Bonus points:

- Experience in the arts, the non-profit field, or hospitality management
- CPR and first aid training
- Multilingual

What we bring

- A dynamic downtown location in a creative state capital with quick access to the coast, mountains, and many restaurants, shops, markets, breweries, and activities of all kinds
- An invitation to contribute to a team of talented and collaborative individuals committed to a Tony award-winning legacy
- A fun, engaging, inclusive, and equitable workplace committed to a transformative, experiential theater
- A once-in-a-career opportunity to make an impact in the field and in the Hartford community

A place where everyone belongs

Since the shutdown—under new artistic and executive leadership—our team has been actively engaged in reducing bias in all we do, and in the way we think about and practice equity, diversity, and inclusion—from drafting job postings to the performances we bring to our stage. It all begins with a workplace where every voice is heard, where every person is seen—a place where everyone belongs.

We look forward to welcoming you into the conversation. All are encouraged to apply.

Please email your letter of interest and most current resume to HR@hartfordstage.org.