

**CITY OF LAUDERHILL
CLASS DESCRIPTION, 2020**

POSITION TITLE: FRONT OF HOUSE LEAD - HOUSE MANAGER (LPAC)

GENERAL DESCRIPTION OF DUTIES

Under the supervision of the Operations Manager, the purpose of the position is to provide oversight during the hours that the facility is open to the public, to provide direction to Front of House I and Front of House II employees, and to complete all administrative and customer service functions related to the Front of House. Position is responsible for ensuring a well-balanced event operationally, enforcing all safety policies and procedures throughout the venue. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists Department in areas including, but not limited to, customer relations, guest wayfinding, enforcement of all show related policies and procedures, maintaining an open line of communication with the Stage Manager, providing show specific information to all other Front of House positions, and managing the volunteer usher corps.

Acts on behalf of the department to provide professional, customer-focused, welcoming service, including activities such as greeting patrons/clients, directing patrons throughout the facility, and resolving a variety of theatre related issues – including double seating, rules regarding photography/cell phones, safety procedures, etc.

Delegates tasks to Front of House I/Front of House II/volunteer ushers, and acts as the manager on duty during hours when the Lobby is open.

Communicates with the Operations Manager, Operations Lead, Box Office Manager and Stage Manager effectively and frequently during events.

Promotes upcoming events with patrons and assists with ticket sales (in person and over the phone, using OvationTix) - including enforcing policies concerning exchanges, refunds, and similar activities.

Resolves patron disputes and re-seats parties as necessary to maintain a peaceful environment in the Lobby and House, striving to reach an equitable arrangement while upholding established policies.

Conducts a walkthrough of the House before the show to ensure that all preparations are in place for the show, as needed for that specific event.

Conducts Front of House II to hold a pre-event usher meeting to disseminate information that is relevant to the current shift.

Manages the recruitment, scheduling, training and supervision of all volunteer ushers.

Serves as a liaison to renters/event coordinators, which includes gauging their satisfaction and enforcing all house rules which are relevant to their event.

Assists with special event set-up and break-down as needed.

May be called upon to assist the General Manager with special projects including opening night parties, special guest recognition, and special event logistics.

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The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by minimum six (6) months Theatre I, Theatre II, Front of House I, Front of House II experience or customer service experience; or an equivalent combination of education, training, and experience. Must have supervisory experience.

SPECIAL REQUIREMENTS

Valid Florida State Driver's License.

Experience specific to a live performance environment is preferred.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate, and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning: Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgement to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties, which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of medium weight (5-30 pounds). Tasks may involve extended periods of standing.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

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Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

The City of Lauderhill is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Lauderhill will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.