

**Grandin Theatre Foundation
Job Description**

TITLE: Front of House (FOH) Associate

**OPERATING
UNIT:** Front of House

PURPOSE: Provide knowledgeable and friendly information about the facility and programs offered to patrons and visitors; provide efficient, accurate ticket/concession sales to patrons.

REPORTS TO: House Manager/Projectionist, Director of Operations

**DIRECT
REPORTS:** N/A

**FLSA
CLASSIFICATION:** Temporary part-time/Nonexempt

MAJOR JOB RESPONSIBILITIES:

- Operate a computerized ticket/concessions point of sale (POS) system, including processing sales, issuing passes, and tracking data.
- Greet visitors to the building; answer telephone calls and direct visitors to the appropriate management staff.
- Address film-related and general inquiries, in person and over the phone.
- Reconcile box office receipts at the end of each shift with manager; present change box to be counted by manager at end of shift; prepare and submit end of shift checklists.
- Provide clerical support to staff as requested with mailings, data reconciliation, special projects
- Ensure box office/concessions area are setup, closed down, and maintained effectively at all times
- Maintain cleanliness in restrooms during theatre operating times and at closing.
- Perform other duties as assigned.

ESSENTIAL REQUIREMENTS:

- Ability to complete projects and tasks effectively.
- Ability to give and receive information by telephone and in person.
- Ability to clearly communicate verbally and in writing with patrons, guests, vendors, peers, and supervisors.
- Ability to use computerized POS system, MS Office, and e-mail with proficiency.
- Ability to use specialized ticketing/concessions software with proficiency.

- Ability to plan, organize and prioritize work, and executing assigned tasks.
- Ability to maintain a degree of accuracy and attention to detail.
- Ability to use sound judgment in decision-making.
- Ability to work independently and take self-initiative.
- General knowledge of general box office practices and principles.
- Ability to work nights and weekends.
- Pleasant demeanor and polite attitude toward patrons.

QUALIFICATIONS:

- Senior high school student, graduate or equivalent.
- Minimum of one year customer service and sales experience.
- Basic math and customer service skills.

I understand the responsibilities and requirements of this position.

Employee Signature

Date

Updated 9/22/14