

**Grandin Theatre Foundation  
Job Description**

**TITLE:** Front of House (FOH) Manager/Projectionist

**OPERATING  
UNIT:** Front of House

**PURPOSE:** Supervise front of house associates on shift; recommend and implement front-of-house policies, box office, and concessions policies and procedures; ensure compliance with organizations policies, promotions, and membership benefits; ensure proper timing and execution of movies showing including slides and trailers; assist General Manager and Operations Manager with organization managerial components, manage staff schedules for first-run and events, track and report inventory needs, manage and supervise all house cleaning schedules.

**REPORTS TO:** Operations Manager, General Manager

**DIRECT  
REPORTS:** Supervision of Front of House (FOH) Associates, on shift bartenders

**CLASSIFICATION:** Non-exempt, Part-Time Hourly

**MAJOR JOB RESPONSIBILITIES:**

- Supervise and ensure the training, development and quality of work for all front of house associate positions, including recommendations for hire, preparation of shift goals, work assignments, and communicate staff performance to supervisors.
- Implement managerial controls regarding inventory, cost of goods, monitor and control expenditures; provide recommendations for income generation.
- Properly staff front of house roles for each event to accommodate walk-up sales/will call window, general theatre/show time inquiries; fill in for box office/concession functions as necessary, weekly schedules, phone messages, marquee changes, and show scheduling.
- Manage and control staff completion of daily house opening and closing checklists.
- Ensure house quality including lighting, sound, appearance, ambience, and programming.
- Ensure/confirm all films are properly ingested, all films pre-showing slides and trailers are accurately sequenced, all films begin on time, and all curtain configurations are correct.
- Manage and ensure all POS related staff hours, pass sales, star card usage, voids, and daily reports. Ensure all staff and management drawers are submitted accurately at the end of shift.

- Participate and support additional managerial components related to the organization, such as web/electronic communications, volunteer assistance, special events coordination, targeted projects, etc.
- Perform other duties as assigned.

#### **ESSENTIAL REQUIREMENTS:**

- Ability to manage and supervise employees and volunteers.
- Ability to plan, organize and prioritize work, while managing multiple tasks.
- Ability to give and receive information by telephone and in person.
- Ability to clearly communicate verbally and in writing with volunteers, vendors, peers, supervisors, and direct reports.
- Ability to use computerized word processing, spreadsheet, web platforms, and e-mail with proficiency.
- Ability to use specialized ticketing software with proficiency.
- Ability to maintain a high degree of accuracy and attention to detail.
- Ability to use sound judgment in decision-making, and to work independently.
- Extensive knowledge of general box office/concession practices and principles.
- Ability to work nights and weekends.

#### **QUALIFICATIONS:**

- Bachelor's or Associates degree in business, communications, hospitality or related field, or equivalent work experience.
- Minimum of two years' work experience in sales, performance venues, or customer service, preferably in non-profit environment.
- Minimum of two years supervisory experience.

#### **HOURLY WAGE:**

Starts at \$20.00 per hour, and commensurate with experience.

Opportunity for growth.

**Please forward all job applications to either:**

[info@grandintheatre.com](mailto:info@grandintheatre.com)

Or

Grandin Theatre Foundation 1310 Grandin Road, SW Roanoke, VA 24015