

## Job description – Front of House Lead

**About us** The Hawaii Theatre Center is a small, creative-led non-profit in heart of Honolulu. At the Hawaii Theatre Center, our mission is to offer our community a broad range of high-quality entertainment, cultural, and educational programs. We aim to enrich the quality of life in Honolulu through connection and art. The home of the Hawaii Symphony Orchestra, and a venue for internationally acclaimed artists visiting the island, the Hawaii Theatre is known as the Pride of the Pacific.

Our work environment includes:

- Growth opportunities
- Lively atmosphere
- Regular social events
- Fast paced environment
- Unique company perks

The Front of House Lead provides the highest level of customer service and is dedicated to upholding the mission of the Hawaii Theatre Center ensuring a seamless and enjoyable experience for patrons. This position requires a reliable, personal, and service-minded individual who thrives in a fast-paced, event-driven environment. This customer-facing role is responsible for Patron Experience, Coordination with Stage Productions, Concessions, Food and Beverage, and Special Events. In addition, this individual will be responsible for ensuring the safety and security of our patrons, the building, and staff for all public areas. This position reports to the Director of Theatre Operations and works closely with Stage and production staff to ensure shows and events are in sync with patron's arrival experience.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **● FRONT OF HOUSE**

- o Leads the patron welcome experience.
- o Ensure lobby, auditorium, and public areas are clean, safe and show-ready.
- o Set up signage, stanchions, and materials according to show needs.
- o Greet and assist patrons, offering courteous and informed customer service.
- o Monitor guest flow, manage lines, and assist with crowd control when needed.
- o Support volunteer ushers and assist with seating as needed.
- o Maintain active communication with the Director of Theatre Operations throughout the shift to adjust to real-time needs.
- o Respond to patron concerns, ADA needs, and emergencies in a calm, professional manner.
- o Assist in executing safety protocols (with Security) and emergency response procedures as trained.
- o Organize and lead the Front of House team at Hawaii Theatre Center events with high-caliber service for patrons including retail, merchandise, food and beverage.

- o Maintain inventory of all Front of House items including but not limited to chairs, tables, linens, special event equipment, and restroom supplies.
- o Scheduling staff for Front of House, concessions, and bar teams.
- o Coordinate with various support departments and attend necessary meetings to ensure a successful event and patron experience.
- o Represent the Hawaii Theatre Center with integrity and professionalism with existing essential theatre partner relationships, vendors, and members.

- **BACKSTAGE HOSPITALITY**

- o Prepare dressing rooms and artist-requested items, refreshments, and necessary supplies.
- o Assemble and deliver snack platters, beverages, and other hospitality needs.
- o Ensure backstage areas are clean, stocked, and welcoming throughout the event.
- o Maintain health and safety standards when handling food and beverages.
- o Reset dressing rooms post-show and assist with clean up and organization.
- o Communicate directly with artists teams and stage management when necessary, always upholding discretion and professionalism.

- **GENERAL MANAGEMENT**

- o Assist with opening and closing venue procedures (front and backstage).
- o Maintain hospitality supply inventory for concessions and bars and coordinate with the Director of Theatre Operations of restocking needs.
- o Help with cross-departmental tasks on event days, including light errands and last-minute requests.
- o Maintain cleanliness and sanitary requirements of bars, kitchen, pre-function space, VIP lounge, and other areas as required by law.
- o Set up and break down concessions, shows and special events
- o Set up/appropriate talent rider requirements (including dressing room requests - set up and breakdown)

## **QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's Degree preferred
- Minimum 1 year experience in hospitality, customer service, event support, or similar fast-paced roles
- Excellent interpersonal and communication skills
- Detailed oriented with the ability to manage time and responsibilities independently
- Calm, solutions-oriented mindset under pressure
- Comfortable working with the public and talent in a professional manner.
- Valid Bartender Liquor Commission Card (Hawaii)
- Valid Food Handler's permit
- Must be available to work nights, weekends, and holidays.
- Basic knowledge of computer software tools (MS Word, Excel, Google Docs, Sheets)
- Knowledge of Gmail, Gcal, and Canva is highly preferred
- Knowledge of Salesforce or other CRM platforms a plus
- Basic budget and accounting skills
- Must be able to show or demonstrate a high level of organization
- Ability to demonstrate critical thinking and prioritization skills under pressure in a fast-paced environment.

- Must have a dependable mode of transportation and a valid driver's license in the state of Hawaii.
- Must be able to stand and/or walk for long periods
- Must be able to lift 25 pounds

*Job Type: Part-time*

- Salary: From \$20.50 per hour
- Expected hours: 15-20 hours per week

*Benefits:*

- Parking Stipend provided
- Employee discount
- Flexible schedule

*Shift:*

- Some Day shifts
- Mostly Evening shifts

*Ability to commute:*

- Honolulu, HI 96813

*Application Question(s):*

- What is your current availability?

*Work Location:*

- In person

**Disclaimer**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

The Hawaii Theatre Center is an equal employment opportunity employer.