

**Audience Services Associate  
Job Description**

**Supervisor:** House Manager, Audiences Services Manager

**Supervisees:** Volunteers and Ushers

**Job Purpose:**

The Audience Services Associate spends time working in House Management and/or the Box Office. House Management is responsible for the security and comfort of our patrons and volunteers when attending Portland Stage. Additionally, they coordinate with Stage Management and the Box Office to ensure that performances are started in a timely manner while ensuring safety of the audience. Box Office staff is dedicated to providing the best customer experience possible while managing ticket sales and seating assignments.

**Duties and Responsibilities:**

House Management -

- Overseeing Front of House operations during scheduled shifts:
  - Work with volunteer ushers to ensure a safe and pleasant experience for patrons; including but not limited to:
    - Seating the audience in a safe, timely, and orderly manner
    - Coordinate special patron needs and resolve seating issues with assistance from the Box Office
    - Maintain the cleanliness of public spaces, especially in case of an immediate need (such as bodily fluids or leaking toilets)
    - Coordinate show program and inserts distribution
    - Concessions sales
    - Document and store lost and found items
  - Maintain concession area to meet standards for food establishment cleanliness
  - Oversee execution of Front of House procedures, including but not limited to the execution of emergency procedures as necessary
  - Create and maintain House Management reports as required by administration. This includes tallying up concessions revenue.
  - Work with the Stage Management team to begin each show and fulfill any specialized show needs.
  - Welcome audiences with a curtain speech before the start of the show, as needed
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Box Office -

- Provide excellent customer service to patrons and sell, exchange, and/or refund tickets
- Assist in subscription renewals and mailing subscription materials.
- Regularly update PatronManager/Salesforce database.
- Pull various ticketing and other necessary reports as needed to assist Front of House and organization-wide needs.
- May occasionally work at concessions during intermission.

General Duties and Responsibilities for both House Management and Box Office -

- Maintain professional attire and timeliness.

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- Utilize PatronManager Ticketing and Volunteer Management functions to fulfill job requirements.
- Keep an accurate time sheet for each shift
- Participate in “Full Company” projects, work calls, meetings and events as required

**Qualifications:**

- Skilled at working with people and managing volunteers
- Excellent organizational, time management, and communication skills including speaking in front of large groups of people.
- Knowledge of theater is a plus
- Optimism, level headedness, sense of humor, creativity, problem solving abilities, and the ability to work under time constraints with patrons
- Background in face-to-face customer service is preferred
- Comfort with computers; experience with PatronManager or similar software a plus, but training will be provided.
- Certification in or the ability to be certified in CPR, First Aid, TIPS, and ServSafe is preferred

**Working Conditions:**

- This position is a part-time, hourly, seasonal position that runs from August to late May.
  - Mostly working nights and weekends with some week day hours
  - There is the potential for additions to the normal season and they will be articulated when known
- A desk is provided with a computer and access to printers, a copier, a phone, and Wi-Fi enabled internet. Computers will have basic Microsoft software.
- The work environment consists of the audience areas including theater lobby, outer lobby, theater, public bathrooms as well as concession areas, house management office, and box office.
  - The theater lobby level is accessible by elevator, but the theater is stadium-style seating.
  - The box office is located on the 1st floor.

**Physical Requirements:**

- Mobility: ability to stand, bend, reach, lift, carry, climb stairs
- Safely lifting loads of 50lbs. by oneself, or lifting 100-200lbs. with two or three people
- Vocal ability to clearly communicate over distances in front of large amounts of people
- Must be 21 or older and legally allowed to handle alcohol. Alcohol Server/Seller Training will be provided if necessary.
  - Must not have been convicted of a first or second offense violation of Maine Liquor Laws as stated in Maine State Title 28-A section 703.

Portland Stage Company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics and any other areas protected by law. In addition to federal law requirements, Portland Stage Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training..