

JOB DESCRIPTION

Job Title: Office / Volunteer Manager

Organization: Friends of the Midwest Theater

Reports to: Executive Director

Date: 4/7/21

Purpose: Oversee the operations and professional management of the daily box office & concessions operations of the Historic Midwest Theater and the SkyView Drive-In, ensuring the best first point of contact for patrons and ensuring a high level of customer service.

Duties: Act as the main contact for Front of House operations providing welcoming, consistent high-quality customer service regarding front of house matters and operations, dealing with any customer complaints, being the front of house contact, and provide welcoming customer service to all visitors.

With the General Manager, recruit, train, and oversee front of house staff in box office and concessions operations and generally ensure smooth daily operation.

This is a Full-Time position with a 35-40 hour workweek.

1. Oversee the day-to-day operations of the Box Office 55%

- Prepare daily reports including financial, incident, patron feedback.
- Act as backup bookkeeper as needed.
- Answer phones during open box office hours (9am-4pm, Monday – Friday)
- One weekend a month of required “on call” status.
- Run box office on the night of events.
- Oversee “Green Room” needs for visiting Artists.

2. Volunteer Management / Front of House / Day of Event 30%

- Handle scheduling of Volunteers to work as Ushers, Ticket Sales, Concession Volunteers, and other event help as needed.
- Co-Chair the Volunteer committee and schedule meetings as needed and report to the Exec Director with committee feedback.
- Collaborate with the Volunteer Committee on volunteer recruitment, safety, and training needs.
- Co-Chair the ADA committee and schedule meetings as needed and report to the Exec Director with committee feedback.
- Provide coaching and opportunities for volunteer development.
- Annual Training of Volunteers
- Safety training to meet the needs of the current volunteers
- Handles incoming and outgoing volunteer communications on behalf of the volunteer committee.
- Coordinate Bi-Annual Volunteer Appreciation event.

3. Other Duties as directed by the Executive Director 15%

- Co-Manage with Executive Director that clear, correct, and adequate advertising information is provided to patrons on events via in-person, by phone, mail, brochures, posters in the lobby, outside poster boxes, on-screen and electronic means (Website, Facebook, etc.)
- Represent the Midwest Theater on community committees and/or task forces, with limited authority to act on the Theaters' behalf
- Any other duties as directed by Executive Director

4. Other Expectations

- Identify opportunities to improve patrons' experience and apply continuous improvement principles to work at the Midwest Theater.
- Report any malfunctions and safety concerns in the lobby and theatres to the General Manager.
- Maintain cleanliness of all public areas during theatre operating hours.
- Take proactive measures to ensure that patrons have a positive experience at the Midwest Theater.
- Deliver Consistent Quality Customer Experience - Communicate expectations to staff and volunteers about Midwest Theater programming and mission.

Performance Criteria:

- Maintain a professional image
- Efficient organization to accomplish the many facets of daily operations at the Midwest Theater
- Responsive and considerate of the customer's needs
- Ethical consideration in all duties
- Maintain a high standard for FOH to ensure the highest quality customer experience possible

I hereby acknowledge:

A description of the responsibilities involved in this job is listed above. I shall be capable of performing in an acceptable manner, with or without a reasonable accommodation, the responsibilities involved in this job, unless otherwise stated below:

Signature

Date

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.