



Front of House Manager

Wheelock Family Theatre at Boston University

Wheelock Family Theatre at Boston University is currently seeking a part-time Front of House Manager. Established in 1981, Wheelock Family Theatre at Boston University (WFT) has provided affordable and award-winning, professional theatre and theatre arts education to families in the greater Boston area through an unwavering commitment to inclusion, diversity, and access. Under the direction of the Audience Services Manager, the Front of House Manager will contribute to the audience experience by acting as the first point of contact for patrons attending performances.

Front of House staff are expected to offer the highest level of customer service possible to all patrons, board members, staff, and members of the general public.

Job Duties/Requirements Include (but are not limited to):

- Welcomes and greets patrons
- Be aware of and enforce appropriate house/theater rules
- Learn Ovationtix ticketing software
- Assist Box Office and Create FOH reports
- Assist patrons with accessibility needs and offerings
- Run pre-event Usher meetings and training
- Assist in the supervision of Front of House work study students
- Manage Patron Issues as they arise
- Helps coordinate volunteers (after completion of training)
- Provide backup support to scan tickets and usher
- Able to lift up to 25lbs.; support with upkeep of concessions inventory

In addition to the duties listed above, Wheelock Family Theatre and Boston University expects the following of each employee: adheres to the WFT and BU policies and procedures; demonstrates regular and consistent attendance and punctuality; works in a safe manner; maintains a positive and respectful attitude; an ability to work well under pressure; and completes other duties as assigned.

Hours & Expectations

WFT presents an average of 6 performances per week, with performances Tuesday through Sunday. Evening and weekend availability is required. For weekday matinees, daytime availability is welcome. The Front of House Manager is required to arrive 2 hours before the performance start time and stay until the last patron has left. Approximately 20 hours per week exclusively for Friday, Saturday and Sundays. *The Addams Family* runs October 13th through November 19th.

How to Apply

Interested applicants should email a cover letter and resume to wfttix@bu.edu. No phone calls please.