



## THE TOLEDO CULTURAL ARTS CENTER AT THE VALENTINE THEATRE

The Valentine Theatre is a cultural landmark in the heart of downtown Toledo. The Victorian-era theatre was magnificently reborn in 1999 through the Toledo Cultural Arts Center as a performing arts venue now used by more than 50 community groups. As a nonprofit organization, our mission is to provide cultural and performing arts experiences for diverse audiences of all ages to enhance the quality of the cultural and economic life of the City of Toledo, Lucas County, Northwestern Ohio and Southeast Michigan.

**JOB TITLE:** Front of House Manager

**REPORTS TO:** Operations Director

### **POSITION SUMMARY:**

The Front of House Manager is responsible for overseeing all lobby operations during performances, and is the point of contact and lead coordinator for any special events that take place in Valentine Theatre Lobbies and Studio A. They supervise and support front of house (FOH) staff to provide a smooth and superior customer service experience to all patrons and visitors. The Front of House Manager is responsible for identifying and pursuing potential lobby rentals and serves as the lead event coordinator for all lobby events liaising between the renter and any vendors. This position supervises hourly and volunteer FOH performance/event staff that regularly work as Valentine Theatre bartenders, ticket scanners, concessions workers, security guards, ushers, and other FOH roles as needed. In addition, this role ensures the safety of all guests during pre-show, performance, and patron egress. This role oversees the Corps of Volunteers, leading all volunteer recruitment, trainings, schedule coordination and recognition initiatives.

### **RESPONSIBILITIES:**

#### **1) General**

- In collaboration with the Operations Director, hires, trains, supervises, schedules, and supports all Front of House staff for performances, rentals and other special events. This includes bartenders, volunteers, and security guards.
- In collaboration with the Operations Director, generates leads for creating a robust season of lobby rentals and meets rental income goals established in the annual budget.
- Coordinates with marketing department for both rental recruitment and special event marketing.
- Under supervision of Operations Director, secures necessary food and beverage permits for regular operation, as well as any additional licenses needed for special events.
- Under supervision of Operations Director, serves as point of contact for all Health Department inspections, as well as inquiries and correspondence with Liquor Control.
- Performs other duties as assigned.

## **2) Special Events**

- In collaboration with Operations Director, serves as a Toledo cultural Arts Center lobby rental service representative for individuals, groups, and organizations who wish to rent lobbies for special events at the Valentine Theatre and functions as the point person for Valentine Theatre special events from initial inquiry through execution and tear down of event.
- Understands and maintains price list for all rental components and maintains approved caterer list to share with renters.
- Plans for and executes all lobby rental preparation in advance of the event, coordinates/communicates with outside vendors selected by the renter to assure a successful, high-quality rental experience.
- Oversees and leads day-of event logistics and prepares agendas and itineraries to share with other staff, collaborating closely with Operations Director, Technical staff, and Facility Manager to ensure all needs are met.
- Coordinates all event schedules with performances and other theatre activities to avoid schedule or planning conflicts.
- In collaboration with Operations Director, executes, manages, and has solid understanding of contractual agreement with the renter, ensuring that all activities included in the rental are performed in compliance with the contract and follow all established legal codes and regulations.

## **3) Ushering and Patron Services**

- Recruits, trains, and supervises volunteer corps, coordinates volunteer event/performance sign up and scheduling, and assigns volunteer tasks according to unique needs of the event in the areas of ushering, ticket scanning, concessions sales, flex positions.
- Retains extensive understanding of seating layout in the theatre to serve as head usher and assist with any seating issues in a swift and professional manner.
- Maintains the supply of playbills, stuffers, and additional marketing materials for patrons and visitors.
- Collaborating closely with the Box Office Manager, navigates any ticketing/patron seating issues swiftly and professionally, and collaborates directly with Box Office Manager to accommodate patron accessibility for both seating and plaza parking.
- Tracks volunteer hours and plans/leads all volunteer recognition initiatives.

## **4) Bar and Concessions Management**

- Manages all aspects of bar operation and administration, providing unsurpassed service while meeting and maintaining all health, safety, and liquor licensing regulations and ensuring that staff is following local requirements and proper alcohol distribution regulations.
- Oversees distribution/reconciliation of cash banks (bars and concessions) and record-keeping of credit card tips for FOH staff.

- Schedules bartenders to ensure accurate coverage for events, and supervises bar operations, manages and resolves customer complaints, orders products from vendors and conducts/maintains inventory.
- Meets sales goals for bar and concession income and works strategically to stay within budget for inventory, supplies, and hourly wages.
- Assigns volunteers to concessions for each event, coordinates popcorn production, implements inventory tracking and supply ordering for bars and concessions stand.

#### **QUALIFICATIONS & EXPERIENCE:**

- 3-5 years of experience working in special events, bar/restaurant industry, and customer service.
- Excellent leadership skills.
- Detail-oriented, proactive, multitasks efficiently, collaborates well with various stakeholders, and is committed to professionalism and excellence.
- Must be comfortable building relationships with potential renters and setting up appointments with individuals and businesses to discuss potential rental opportunities.
- Demonstrated professionalism along with excellent communication and customer service skills in person, over the phone, and through email.
- Proficient in Microsoft Office suite, Google suite, social media platforms, and ability to use/willingness to learn how to use Canva.
- May be required to stand for extended periods of time during ingress/egress periods and run of performances.
- Capable of working and thinking independently.
- Ability to communicate and work effectively in a team setting.
- Experience working with P.O.S systems.
- May be asked to lift program boxes (approx. 40lbs).
- Ability to work a flexible schedule that regularly requires a mix of weekday, evening, and weekend shifts.
- Must thrive in a fast-paced environment.
- Ability to deal effectively with a variety of personalities and situations requiring diplomacy, tact, friendliness, poise, and firmness.
- CPR/First Aid certification required (or willingness to obtain if hired). ASK training is required.
- Deep commitment to finding the best idea in the room, collaborating, and helping build a culture of positivity in celebration of the arts.

**WORK SCHEDULE**

This is a full-time, year-round position

This position should have a regular office presence Monday-Friday, flexing schedule as needed to accommodate hours worked for events that take place primarily during nights and weekends. The minimum number of hours required to be full time and receive all benefits is 40 hours per week, per the Valentine Theatre Employee Handbook.

To apply, please send letter of interest and resume to Abby Glanville at [aglanville@valentinetheatre.com](mailto:aglanville@valentinetheatre.com) by **May 1st, 2025**.