

CAREER OPPORTUNITY

AT&T
PERFORMING
ARTS
CENTER

FRONT OF HOUSE MANAGER

Department: Patron Services
Reports to: Director of Patron Services
Location: Dallas, Texas

The Center is seeking a House Manager to help manage front-of-house operations during events. The House Manager's main duties would be to oversee FOH operations at the Winspear Opera House, Wylie Theater and Annette Strauss Square. Given the flexible nature of the Center, this position will be responsible for other duties as and when necessary.

Position Responsibilities (included, but are not limited to):

- Supervise the volunteers, representatives and supervisors during scheduled events
- Conduct briefings for the front of house team
- Complete necessary reports at the end of the event
- Ensure that all front of house and patron areas are in order, and present a safe and inviting environment
- Maintain crowd control especially with back-to-back performances
- Monitor patron flow and ensure audience safety before, during and after events
- Be present through conclusion of performance and exiting of patrons
- Coordinate lock down of all front of house exits
- Adjust priorities and respond with a sense of urgency to matters of importance
- Keep the Director of Patron Services promptly and fully informed of any situation that requires immediate management attention
- Establish and maintain positive and productive working relationships with subordinates, peers, co-workers and vendors
- Act as a team player working with other departments to realize shared goals and objectives

Qualifications and Experience:

- Bachelor's Degree in related field or equivalent related experience as determined by hiring department
- Two or more years working in front of house operations for a performing arts venue
- Experience at a large performing arts center is preferred

- Proven track record of outstanding customer service and leadership skills to guarantee that the entire team is 100% dedicated to ensuring that each and every patron experience at the Center is an exceptional one
- Flexible schedule for events. This position will work many nights, weekends and holidays
- Ability to establish priorities and manage multiple situations in a fast paced environment
- Strong computer skills with proficiency in Microsoft Word and Excel
- Ability to communicate effectively both orally and written and work well with a variety of personalities including part-time employees and volunteers
- Excellent organizational skills with a high attention to detail
- Professional demeanor and attire
- Trained Crowd Manager Certification preferred

AT&T Performing Arts Center is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.

For immediate consideration, send cover letter, resume and salary requirements.

By Email: careers@attpac.org

By Mail: Human Resources AT&T Performing Arts Center
700 North Pearl Street, Suite N1800 - Dallas, TX 75201

ABOUT THE AT&T PERFORMING ARTS CENTER

The **AT&T Performing Arts Center** is a nonprofit foundation that operates and programs a 10-acre campus comprised of three premier performance venues and a park in downtown Dallas. Audiences enjoy the best and most recent from Broadway and off-Broadway; the finest dance companies from across the globe co-presented with TITAS Presents; and top concerts, performers and cutting-edge speakers. Thousands of students explore and more deeply experience the arts through the Center's education program, Open Stages. The Center also offers free programming for audiences from every part of the community.

The Center's mission is to provide a public gathering place that strengthens community and fosters creativity through the presentation of performing arts and arts education programs.

The Center's culture is to focus on the values that guide its people's actions. The Center's Core Values are to passionately pursue our mission by being:

Achievement Focused - Committed to the advancement and cultivation of the Performing Arts in Dallas

Community Minded - Actively fostering and participating in meaningful community interactions

Customer Service Driven - Dedicated to the service of internal and external constituents so that all want to return

Flexible - Willing to change to achieve results

The Center's five resident companies are among the city's leading arts institutions: Anita N. Martinez Ballet Folklorico, Dallas Black Dance Theatre, The Dallas Opera, Dallas Theater Center and Texas Ballet Theater.

Designed by internationally acclaimed architects, the Center's campus includes the Margot and Bill Winspear Opera House, Dee and Charles Wyle Theatre, Annette Strauss Square, and Elaine D. and Charles A. Sammons Park are some of the finest performance venues in the world.

For more information about the AT&T Performing Arts Center and to purchase tickets, become a member, or make a donation, visit www.attpac.org.