

# Arden Theatre Company, Philadelphia, PA | [www.ardentheatre.org](http://www.ardentheatre.org)

**Position Title:** Front of House Associate  
**Department:** General Management Department  
**Classification:** Full-time Exempt / 40 hour week / 10 Month Position  
**Reports to:** Audience Services Manager  
**Location:** On-Site

## About the Arden

Founded in 1988, Arden Theatre Company is a professional regional theatre offering the highest quality theatrical productions and educational programs to the artists, audiences, and students of Greater Philadelphia. Each year, we produce the Mainstage season and Arden Children's Theatre, the city's first resident children's theatre. From our productions that reach over 100,000 audience members each year to our educational outreach programs that inspire and empower 6,000 students in schools across our region, the Arden stands out as a haven for shared stories and a vital incubator to create new work.

The Arden has been an important force behind the vitality of the Old City neighborhood and in the Philadelphia cultural landscape. In our last complete season, 2018 / 2019, the Arden produced seven Mainstage and two Arden Children's Theatre productions, resulting in 503 performances seen by more than 107,000 people.

## Mission

Arden Theatre Company is dedicated to bringing to life great stories by great storytellers on the stage, in the classroom, and in the community.

**Great stories on the stage:** We produce a wide range of stories in a variety of styles: classic and contemporary, intimate and epic, fiction and nonfiction, musical and dramatic. Producing the great playwrights allows us to measure ourselves against the masters of our craft while sharing the voices of new writers gives us the opportunity to shape the future of American theatre. We embrace stories for audiences of all ages and bring the same artistic quality to all our work.

**Great stories in the classroom:** Kids are celebrated at the Arden. We nurture curiosity, creativity, and confidence through our educational programming. We foster connections between theatre and reading and promote literacy for our young audiences. We reach thousands of students each year, introducing many of our region's kids to theatre for the first time.

**Great stories in the community:** We believe in the power of stories to bring people together. We work to build a vital community of artists who excel creatively through shared experiences and with whom our audiences identify. The Arden strives to be Philadelphia's hometown theatre; we seek community partnerships and collaborations, make our work affordable and accessible, and train the next generation of theatre leaders, contributing to the region's cultural landscape.

## Position Summary

Arden Theatre Company's Front of House Associate is responsible for assisting Box Office, House Management, and Front of House operations for the Company. The Front of House Associate will be trained in both Box Office and House Management and be responsible for assisting with day to day box office and house management operations including ticketing, patron safety and experience, Will Call, and stewardship of theater and lobby spaces. The Front of House Associate upholds the high standard of customer service and experience that Arden patrons expect while serving the organization's mission and goals.

## Essential Duties and Responsibilities

- Develop and promote a positive and attentive customer service culture for all audience interactions and relations.
- Perform and promote efficient and collaborative procedures and practices for House Management operations
- **Responsible for:**
  - Promoting positive patron experience and safety inside our theaters and lobby spaces before, during, and after performances
  - Assist in daily box office and house management operations
  - Coordinating, communicating, and collaborating with the Box Office and House Management to ensure a safe and positive patron experience before, during, and after the show
  - Implementing procedures for the safe and efficient movement of audiences in and out of the theatres before, during, and after performances
  - Responding to a wide range of patron inquiries, issues, and complaints, including seating issues, ticketing issues, accessibility needs, late seating/admittance, medical emergencies, or other related situations
  - Communicating and enforcing Arden policy with patrons in theaters, lobby spaces, and the box office
  - Assist in maintaining the cleanliness and appearance of theaters and lobby spaces before, during, and after performances
  - Assist in maintaining the cleanliness and appearance of concessions spaces and pantry
  - Printing will call tickets and creating patron lists for all performances
  - Creating and disseminating box office and show related reports
  - Carrying out a variety of administrative and clerical functions to assist the day-to-day operations of the box office
  - Helping patrons over the phone, online, and in person with ticket and subscription sales, exchanges, donations, and drama school sales
  - Stepping into the role of Manager of Duty for both the box office and House Manger as needed

## **Competencies**

- Outstanding oral and written communication skills
- Ability to initiate, build trust and maintain positive relationships, internally and externally
- Ability to work with minimum supervision
- Results orientated
- Excellent communication and interpersonal skills
- Outstanding organizational skills

## **Required Experience**

Successful candidates will:

- Have substantial customer service experience.
- Be comfortable in a fast-paced environment; flexibility is key.
- Be an exceptional collaborator with an ability to engage with a wide range of people.
- Have a knowledge of common front-of-house and house management practices.
- Have strong communication skills, excellent judgment, creative problem-solving skills, and detail-oriented skills.
- Be able and willing to work hours/days reflective of the dynamic schedule of a theatre which includes a variety of hours, especially evenings and weekends.

- Be calm under pressure and skilled at managing conflict.
- Be someone with initiative, creativity, and a collaborative spirit. Must have the ability to work within a fast-paced, dedicated team—rolling up your sleeves must be a favored tactic.
- Express a passion for theatre and the Philadelphia cultural community with a genuine interest in becoming a driver of Arden’s mission and vision.

### **Other Duties**

This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

### **Compensation**

Compensation for this position is \$24,000 - \$27,0000 annual (10 month position)

Arden Theatre Company provides Medical and Disability Insurance, Flexible Savings Plan, 403(b) Defined Contribution Plan, and paid vacation, personal, and holiday leave.

Anticipated start date: October 1, 2022

### **Application Process**

Applicants should submit a cover letter, resume, and three professional references to [humanresources@ardentheatre.org](mailto:humanresources@ardentheatre.org)

Application Closing Date: Until the position is filled.

***Arden Theatre Company has instituted a mandatory COVID-19 vaccination policy for all employees; the successful candidate must provide proof of vaccination prior to beginning work and must agree to adhere to all Arden Theatre Company's safety protocols.***

***Arden Theatre Company is an Equal Opportunity Employer committed to providing an environment of mutual respect. Equal employment opportunities are available to all applicants without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, veteran status, and any other characteristic protected by applicable law. Applicants from historically underrepresented groups in the theatre industry are strongly encouraged to apply.***