



Assistant Front of House Manager

Job Description

The Assistant Front of House Manager advances the mission of the Wortham Center for the Performing Arts (WCPA) by performing key operations related to the front of house experience of its audiences.

The Assistant Front of House Manager is a key administrative and managerial role at the Wortham Center for the Performing Arts, shaping the experience of more than 55,000 visitors each season. This position helps further the goal of growing audience relations and experiences while at the center.

The Wortham Center for the Performing Arts includes the Diana Wortham Theatre (500 seats), the Tina McGuire Theatre (100 seats), and the Henry LaBrun Studio. Located in the heart of downtown Asheville, NC, Wortham serves more than 55,000 people each season through the Wortham Presents Series of critically acclaimed touring artists, a robust education program—including a Student Series, community classes, and summer camps—and as the home venue for more than 40 local organizations.

The Tina McGuire Theatre (100 seats) and the Henry LaBrun Studio (mixed use) opened in September 2019, providing opportunities for increased programming, access and venue availability for residents and visitors to Western North Carolina.

The Assistant Front of House Manager's responsibilities include but are not limited to:

- Works closely with the Front of House Manager to ensure smooth operation on all onsite events and clear communication with the Front of House team, clients, volunteer ushers, and patrons.
- Serve as a lead House Manager for events and performances as needed.
- Assist in the McAninch Cafe with orders, invoicing, inventory, stocking, and other duties as needed.
- Assist the Front of House Manager with various administrative duties.
- Collaborate with the Front of House Manager on fulfilling specific event related tasks.
- Perform other duties as assigned.

Qualifications:

- Personal passion for and belief in the transformative power of the arts
- Previous related work experience including staff and volunteer management
- Ability to effectively lead and inspire
- Outgoing personality with a skill for building relationships with clients and customers

- Excellent customer service, communication, and interpersonal skills
- Crisis management skills
- Excellent organizational skills
- Proven ability to manage multiple tasks simultaneously
- Solid analytical and problem-solving skills, ability to work independently
- Excellent computer skills with experience using word processing and spreadsheet software
- Timeliness and the ability to manage a changing event schedule

Special Considerations:

- Will often be required to walk, stand, sit and lift up to 25 pounds.
- This position requires a valid NC Driver's License and a clean driving record.
- This position requires night and weekend work based on projects and performance schedules.
- This position requires communication outside of regular hours.
- This position works with minors.

This position reports to: Front of House Manager

This position is currently open, pays \$18 an hour and averages 15-30 hours per week. Wortham Center for the Performing Arts offers a supportive and dynamic work environment.

Application:

Submit a cover letter and current resume as one document to opportunities@worthamarts.org. Please use "Assistant Front of House Manager" as the subject line. No calls or drop ins.

The successful candidate for this position will be subject to a comprehensive pre-employment background check, including but not limited to social security verification, education verification, national criminal background checks, motor vehicle checks, PATCH, FBI fingerprinting, Child Abuse Clearance, and credit history based upon the requirements of the position.

WCPA is an equal opportunity employer and does not discriminate on the basis of race, color, marital status, religion, gender, gender expression, age, sexual orientation, veteran status, national origin, genetic information or physical or mental disabilities that do not hinder performance of essential job tasks.

WCPA is committed to recruiting, supporting, and fostering an equitable, diverse, and inclusive community of outstanding staff members and volunteers. Those who share this goal are encouraged to apply