

**EDMONDS CENTER FOR THE ARTS /  
EDMONDS PUBLIC FACILITIES DISTRICT**

**Announces the following  
EMPLOYMENT OPPORTUNITY:**

**POSITION:** FRONT OF HOUSE EVENTS MANAGER  
**CLOSES:** Open until filled  
**EMPLOYMENT STATUS:** Permanent, Part-time, Variable Schedule, Non-Exempt  
**SALARY & BENEFITS:** Salary \$18-20 per hour, dependent on experience  
**REPORTS TO:** Patron Services Manager

*Edmonds Center for the Arts (ECA) a 700-seat, state-of-the-art performing arts venue located on the campus of the original Edmonds High School, just 20 minutes north of Seattle, seeks an energetic, detail-oriented, and customer-service driven Front of House Events Manager to support ECA's Patron Services Team.*

*ECA presents an array of outstanding performing artists from around the world, provides space, production management, and technical expertise for a variety of community partners and rental clients, and serves more than 75,000 patrons who enjoy the facility annually.*

*ECA is an innovating and challenging workplace, and the qualified candidate will need to be flexible, positive, and able to contribute to a rapidly growing organization. We are looking for someone who is deeply committed to providing superior customer service to all who enter our venue.*

**JOB SUMMARY:**

ECA seeks a detail-oriented and highly organized team player to join our patron services team. The Front of House Events Manager works closely with the Patron Services Manager in providing ECA's audience members, artists, and clients with a superior customer service experience. This position must be able to thrive in a fast-paced, ever-changing environment while maintaining a high level of professionalism. Being self-starter and working autonomously using independent judgement is imperative. This is an ideal position for those who want or need flexibility in their schedules and want to make a difference in their communities.

A Front of House Event Manager at ECA is committed to justice, equity, diversity, and inclusion, and strives to continuously reflect these values within both internal and external relationships. A Front of House Event Manager values a diverse team, is welcoming of different perspectives and approaches, and makes sure that their colleagues and partners feel valued and empowered.

## **KEY RESPONSIBILITIES:**

### **Event Management**

- Manage front of house operations for ECA presentations, rental events, meetings, and a variety of other events.
- Responsible for the care and safety of our patrons before, during and after events.
- Provide and ensure outstanding customer service by anticipating and fulfilling patron needs.
- Assist the Patron Services Manager in developing, nurturing, managing, and training a team of volunteer staffers.
- Conduct briefings for the front of house team/volunteers prior to events.
- Ensure that all front of house and patron areas are in order and present a safe and inviting environment.
- Be present through conclusion of performance and exiting of patrons.
- Work with merchandise sales representatives to settle commission payments.
- Complete and submit necessary reports at the end of the event with all pertinent information.
- Coordinate lock down of all front of house exits and venue.
- Adjust priorities and respond with a sense of urgency to matters of importance.
- Keep the Patron Services Manager promptly and fully informed of any situation that requires immediate management attention.
- Act as a team player working with other departments to realize shared goals and objectives while maintaining positive and productive working relationships.
- Respond quickly and calmly in emergency situations, providing basic First Aid if/when needed, and generating documentation after each incident.
- Perform other relevant duties and additional projects as assigned.

## **PREFERRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. Excellent attention to detail required.
- Interest in and ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced work environment.
- Excellent customer service and management skills.
- Outstanding interpersonal skills, and a friendly, welcoming, and professional demeanor.
- Effective crowd management skills.
- Demonstrated cultural competence to effectively interact, work, and develop meaningful relationships with people of diverse identities, perspectives, and cultural backgrounds.
- Knowledge of and interest in the performing arts
- Must be able to operate equipment related to retail and theatre operations such as electronic cash registers, credit card terminals, and ticket scanning equipment.
- Working knowledge in MS Office suite including MS Word, Excel, PowerPoint, and Outlook

## **QUALIFICATIONS, EDUCATION AND EXPERIENCE:**

- Associate degree in a related field with up to two years of related work experience, or equivalent combination of education and experience.
- Minimum two years progressive experience in a theatre environment (preferably in House Management) or related service industry experience preferred.
- Proven track record of outstanding customer service and leadership skills to guarantee that the entire event team is 100% dedicated to ensuring that every patron experience at ECA is an exceptional one.
- Washington State Class 12 Mixologist Permit (within 30 days of employment)
- Snohomish County Food Handler Permit (within 30 days of employment)
- First Aid/CPR/AED Certification (withing 30 days of employment)

## **WORKING CONDITIONS:**

- Ability to work flexible non-traditional schedule during performances and special events, including evenings and weekends.
- This is a public position and required to adhere to ECA's dress and appearance policy.
- Regularly required to talk, hear, sit, stand for extended periods of time, walk, move up and down stairs, bend, lift, use fingers and reach with hands and arms.
- Ability to observe details at close range during computer use and document review.
- Repetitive use of hands and wrists on computers and theater operations equipment.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Regularly lift and set up and take down chairs, tables, and other event-related materials of varying sizes and weights, up to 40 lbs at a time.
- Reliable transportation and valid Driver's License

## **APPLICATION REQUIREMENTS:**

Please send **cover letter** describing qualifications, **resume**, three **references**, **completed EPFD/ECA Application Form and Voluntary EEO Survey** (available for download at <https://www.edmondscenterforthearts.org/who-we-are/employment>) to [careers@ec4arts.org](mailto:careers@ec4arts.org) OR *Front of House Event Manager Search, Edmonds Center for the Arts, 410 4<sup>th</sup> Ave N, Edmonds, WA 98020.*  
**No phone calls please.**

**NOTE:** Pursuant to the Immigration Reform and Control Act, all new employees must present acceptable documents verifying identity, and authorization to be employed in the United States.  
Additionally, all applicants must possess a valid Driver's License.  
**Edmonds Center for the Arts is an Equal Opportunity Employer.**

**NOTE:** An EPFD/ECA Application Form is required for all EPFD/ECA job openings. It is important that you review the application carefully. A candidate may be disqualified due to an incomplete application form. Any individual requiring ADA accommodation during any part of the selection process should advise EPFD/ECA of the need.