



EDMONDS CENTER FOR THE ARTS

Front of House Event Manager

POSITION TITLE: Front of House Event Manager

EMPLOYMENT STATUS: Permanent, Part-Time, Variable based on Event Schedule, Non-Exempt

REPORTS TO: Patron Services Manager

STARTING SALARY RANGE: \$19.23-\$22.00 per hour

POSITION SALARY RANGE: \$19.23-\$28.85 per hour

ABOUT US

Edmonds Center for the Arts (ECA) is one of the premier performing arts centers in the Pacific Northwest--a 700-seat jewel-box venue located in Edmonds, Washington, just 20 minutes north of Seattle. Owned and operated by the Edmonds Public Facilities District (PFD), ECA opened in 2006 in a beautifully renovated historic high school and has since built a beloved reputation for live performance, arts education, and community engagement across the Puget Sound region.

Every year, ECA curates a focused **season of presented events** spanning music, dance, comedy, theater, spoken word, and more, from classical to Broadway, jazz to folk, pop to world music, with complementary **educational events**. Through our **Rentals** Department, we host 130+ additional events produced by touring and local artists and community organizations. Together, these programs serve more than **90,000 patrons annually**, supported by a **financially stable organization**.

Edmonds Center for the Arts is where community and culture come alive!

ABOUT THE OPPORTUNITY

The **Front of House Event Manager** is a highly organized, customer-focused leader who works closely with the Patron Services Manager and cross-functional teams to deliver exceptional experiences for patrons, artists, and clients. This role oversees daily front of house operations, including event logistics, ushers, volunteers, concessions, merchandise, and patron safety, while ensuring professionalism, ADA compliance, and smooth event execution in a fast-paced environment. Ideal candidates are self-starters with strong leadership, sound judgment, flexibility, and a passion for community impact.

The right candidate is committed to equity and inclusion, welcoming of diverse perspectives, and invested in making sure colleagues and partners feel valued and empowered.

CORE RESPONSIBILITIES

Event Management

The Front of House Event Manager oversees front of house operations for ECA presentations, rental events, meetings, and special events, ensuring an exceptional patron experience through outstanding customer service, proactive problem-solving, and a safe, welcoming environment. This role is responsible for patron care and safety before, during, and after events, including monitoring all public spaces, remaining onsite through patron exit, and coordinating venue security at event close.

Working closely with the Patron Services Manager, this position helps recruit, train, support, and lead volunteer front of house teams, including conducting pre-event briefings and ensuring staff are prepared for successful event execution. Responsibilities also include event reporting, merchandise settlement, communication of urgent issues, and maintaining strong collaboration with production, rentals, box office, and facilities teams.

The ideal candidate is adaptable, detail-oriented, and calm under pressure, with the ability to quickly adjust priorities, respond effectively to emergencies, provide basic First Aid when needed, and support the organization's mission through teamwork, professionalism, and operational excellence.

PREFERRED SKILLS & QUALIFICATIONS

The ideal candidate is highly organized, detail-oriented, and proactive, with the ability to manage multiple priorities, work independently, and thrive in a fast-paced, team-focused environment. Strong customer service, leadership, interpersonal, and crowd management skills are essential, along with a welcoming and professional demeanor. Candidates should demonstrate cultural competence, adaptability, and the ability to build meaningful relationships with diverse audiences, while also possessing an interest in the performing arts. Proficiency in MS Office and the ability to operate retail and theater-related equipment, including cash registers, ticket scanners, and credit card terminals, is required.

Qualified applicants will have an associate degree in a related field with at least two years of relevant experience, or an equivalent combination of education and experience. Progressive experience in theater operations, house management, or a related service industry is preferred, along with a proven track record of exceptional customer service and team leadership. Required certifications include Washington State Class 12 Mixologist Permit, Snohomish County Food Handler Permit, First Aid/CPR/AED, Crowd Control Training, and Youth Protection and Safety Training, all to be obtained within 30 days of employment.

COMPENSATION & BENEFITS

The Front of House Event Manager position is a **variable, part-time, non-exempt, onsite position**. The starting salary range for this position is \$19.23-\$22.00 per hour. The offered salary will be commensurate with the selected candidate's experience and qualifications.

Additional Benefits

ECA believes in the importance of taking care of our team so that in turn they can be committed to supporting our critical mission and access to the arts in our community. This position is eligible for a competitive package including: • Flexible work environment • Sick Time in accordance with Washington State guidelines and 14 prorated paid holidays per year • Additional paid & unpaid leave for reasons including jury service, military service, emergency responder service, bereavement, and family medical needs. • Employee Assistance Program (EAP) • Healthcare & Daycare Flexible Savings Accounts (FSA)

Working Conditions

This part-time position requires flexibility to work a non-traditional schedule, including evenings, weekends, performances, and special events. While primarily indoors, occasional outdoor work in varying weather conditions may be required. The role involves moderate stress in a public-facing environment, particularly when managing crowds, and requires adherence to ECA's dress and appearance standards, reliable transportation, and the ability to maintain professionalism in dynamic settings.

Responsibilities include administrative work in a standard office environment as well as moderate to high physical activity throughout the venue. Candidates must be able to stand or walk for extended periods, move quickly as needed, and perform physical tasks such as lifting up to 40 pounds, bending, climbing, kneeling, and carrying equipment with or without accommodation. The position also requires strong communication skills, attention to detail, repetitive computer and equipment use, and the ability to manage frequent interruptions while maintaining accuracy and composure.

NOTICES

Edmonds Public Facilities District/Edmonds Center for the Arts is an Equal Opportunity Employer and is committed to advancing equity through our work and to becoming a more inclusive organization.

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.

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.

HOW TO APPLY

To apply, please submit an application, resume, and a brief cover letter through our portal:

<https://wkf.ms/4cyVB1e>

Your cover letter should express your specific interest in this role. Applications will be reviewed on a rolling basis, with priority given to those received by **May 22**. The position will remain open until it is filled. No phone calls, please.