



Director, Front of House

Department: Patron Experience

Reports to: Chief Marketing & Communications Officer

Direct Reports: House Managers, Paid & Volunteer Ushers

Location: Pasadena, CA

About The Playhouse: Pasadena Playhouse makes theater for everyone. As the official State Theater of California, our mission is to enrich people's lives through theater and programs in order to reflect its local and state-wide communities. Founded in 1917, the Playhouse understands the gravity of its responsibility to represent California's diverse population and their stories, and we program our season with this at the forefront of our decision making.

Under the leadership of Producing Artistic Director Danny Feldman, the Playhouse presents a full season of artistically innovative productions and engaging educational outreach activities to nearly 150,000 Southern California residents annually in two spaces: the 643-seat main stage theater and the 99-seat flexible Carrie Hamilton Theater. By focusing on the creation of great productions, the expansion of educational and outreach programs, the development of new plays, and the creation of innovative programs, the Playhouse will continue to be a leader in the industry.

About the Position: As a strategic leader within the organization, the Director of Front of House oversees all front of house and merchandise operations to ensure an exceptional patron experience at Pasadena Playhouse. This role is responsible for delivering a consistently high standard of service for every patron and for providing effective leadership to a large team of House Managers, Ushers, Volunteers, and Merchandise Associates.

The Director of Front of House collaborates closely with the Director of Patron Services & Sales to create a seamless patron journey across all touchpoints. Work hours vary based on performance schedules for our two on-campus theaters—the Mainstage and the Carrie Hamilton—as well as additional Playhouse venues. Evening and weekend availability is required.

The Playhouse is seeking someone who can demonstrate strong leadership skills, work as part of a team, is highly-motivated, process-oriented, and has a passion for creating a positive guest experience. The ideal candidate must have strong initiative, great problem-solving capability, excellent communication skills, and a can-do attitude. The company is growing and changing, so flexibility in job duties, description and expectations is a must!

Responsibilities:

- Oversee a robust team of House Managers, Merchandise Associates, and Paid & Volunteer Ushers (3+ years experience)
- Ensure the highest level of customer service
- Maintain schedule and operations of the front of house and merchandise teams for all Playhouse performances on and off campus
- Oversee the Playhouse's workforce development Paid Usher Program in partnership with the Education Department
- Act as liaison on behalf of Pasadena Playhouse with the volunteer core, Friends of the Pasadena Playhouse

- Work closely with the Director of Patron Services & Sales to continually ensure and improve upon the Patron Experience for all Playhouse performances
- Work closely with the Director of Events to ensure front of house & hospitality needs are met for all special events
- As part of the greater Marketing & Communications team, ensure the patron experience is consistent with patron communications
- Oversee administrative management of Merchandise sales, distribution and staffing
- Oversee onsite emergency protocol and safety trainings for front of house staff
- Ensure consistent Front of House reporting for all Playhouse productions and events
- Fill in as House Manager for performances or events when necessary
- General clerical duties, including cash management on occasion
- Other duties as assigned to support the needs of the department and the organization

Minimum Qualifications and Competencies

Education/Experience: Previous leadership experience in front of house and customer service required. Minimum 3 years experience overseeing a diverse team in a fast-paced front of house or customer service environment. Excellent communication skills, both written and verbal. Ability to work evenings and weekends required.

Supplemental Functions: Perform other duties as assigned. The employee is occasionally required to lift and/or move up to 15 pounds.

Culture: Pasadena Playhouse works to maintain a positive environment for our employees, where people can learn, grow and thrive with the company. We strive to provide a collaborative, creative, transparent workplace where each person feels encouraged to contribute to processes, decisions, planning and culture.

Working Conditions: Position required to work onsite a minimum of four days per week. No major sources of discomfort. Candidates must be able to walk up and down stairs as there is no elevator access to our mezzanine level. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation: Full time, exempt. Annual compensation range is \$75,000–\$90,000 annually, commensurate with experience and qualifications. Standard hours are Monday-Friday 10AM-6PM. Hours regularly vary based on production schedules. Nights and weekends required.

To Apply: Please email a cover letter and resume to **Rachyl Spacca, Chief Marketing & Communications Officer** at rspacca@pasadenaplayhouse.org. No phone calls please.

Pasadena Playhouse is an EEOC Equal Opportunity Employer.