



**FRONT OF HOUSE MANAGER**  
**AMHERST CINEMA ARTS CENTER, INC.**  
Amherst, Massachusetts [www.amherstcinema.org](http://www.amherstcinema.org)

Amherst Cinema invites experienced and highly motivated candidates to apply for our Front of House Manager position, a key leadership role within our film arts organization. The FOH Manager cooperatively manages all aspects of Front of House operations. Ideal candidates must possess exceptional hospitality and management skills, have excellent attention to detail, and enjoy being part of a team working with the public in a fast-paced environment. The ability to remain calm and resolve multiple challenges and/or requests while exercising discretion and maintaining open communication is essential.

The Front of House Manager is a dual report to the General Manager and Executive Director and works closely with the Head Projectionist/Technology Manager and FOH team. The position is a part of the Labor Management Committee and works collaboratively to manage a team that is represented by a labor union.

**This is a full-time (40 hours per week) hands-on position with significant front-line responsibility. Schedule requirements include a minimum of five shifts per week, including a mix of administrative days and Front of House shifts. Must be regularly available on weekends and for on-call availability, and occasionally on legal holidays.**

**Salary Range:** \$45,000 - 50,000, commensurate with experience. Comprehensive benefits package includes paid holidays and vacation, with options to participate in health, dental and retirement plans. And also, free movies!

**Essential Functions:**

- Ensure customer satisfaction through service excellence;
- Coordinate with the FOH team and General Manager to maintain a hospitable and welcoming environment for the Cinema's patrons and ensure that all house management needs are met;
- Recruit, train and supervise the Front of House staff;
- Plan and create schedule to ensure FOH is sufficiently staffed for all showtimes and special events;
- Develop a strong working knowledge of the Cinema's FOH technologies (ticket-scanning equipment, assistive technologies, and POS/concessions software);
- Manage inventory effectively;
- Develop a functional knowledge of theater technologies, including projectors and A/V systems;
- Along with the General Manager and Executive Director, represent Cinema management on the Labor Management Committee;
- Other duties as assigned.

**Qualifications/Skills:**

- Minimum 3 years' experience in a customer-facing position or equivalent experience. Previous house manager experience and/or knowledge of theatrical operations in a non-profit theatre or performance venue is preferred.
- Exemplary customer service skills combined with persistence, patience and empathy in working with various groups of people with demonstrated ability to act as a diplomatic leader, foster a positive and efficient work environment, and motivate others.
- Strong problem-solving skills and ability to prioritize effectively and efficiently without supervision in a fast-paced environment.
- Ability to work a flexible schedule as required by Amherst Cinema activity.
- **AGE REQUIREMENT:** 18 years or older. Requires TIPS Alcohol Server Training, ServSafe food handling training, and First Aid training (employer to provide).

- Computer literacy
- A/V technology experience or aptitude preferred
- Working knowledge of ADA regulations preferred
- **LANGUAGE SKILLS:** Ability to read and interpret documents in English as well as the ability to write routine correspondence in English. Ability to speak effectively in English before groups of customers or employees. Ability to communicate in Spanish is highly desirable, but not required.
- **PHYSICAL DEMANDS:** While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and/or hear, and/or use hands to handle or touch objects, tools, or controls. The employee must infrequently lift and/or move up to 50 lbs (with accommodation). Specific vision abilities required by this job include close vision and the ability to adjust focus. The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.
- **WORK AUTHORIZATION:** United States work authorization required.
- **HEALTH & SAFETY PROTOCOLS:** Personal protective equipment required (provided by the Cinema); sanitizing, disinfecting and cleaning procedures in place; Proof of COVID-19 vaccination required.

**To apply, please submit a cover letter and resume to:** [jobs@amherstcinema.org](mailto:jobs@amherstcinema.org). Resumes submitted without cover letters will not be considered. Review of applications has begun and will continue until the position is filled.

*Amherst Cinema is an independent, nonprofit arts and education center brimming with world-class programs. Our comfortable, fully accessible theater offers state-of-the-art projection and sound, and is a beloved cultural institution in Western Massachusetts.*

*Amherst Cinema is an equal opportunity employer and committed to hiring team members from diverse backgrounds, perspectives, and lived experiences. All applicants will be considered for employment without attention race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record, handicap (disability), mental illness, sexual harassment, sexual orientation, military status, genetics, and pregnancy or pregnancy related condition.*

Updated August 6, 2023