



## FRONT OF HOUSE MANAGER, AMHERST CINEMA ARTS CENTER, INC.

Amherst, Massachusetts [www.amherstcinema.org](http://www.amherstcinema.org)

Amherst Cinema invites qualified candidates to apply for its Front of House Manager position. The Front of House Manager (FOH) is a key leadership position and is responsible for cooperatively managing all aspects of the front of house operations of the Amherst Cinema in Amherst, MA. 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 film arts environment. The ability to remain calm and resolve multiple challenges and/or requests while exercising discretion and maintaining open communication is essential.

This is a full-time (40 hours per week) hands-on position with significant front-line responsibility. Days are variable and include some nights and weekends with occasional holidays and on-call availability. This position is a dual report to the General Manager and Executive Director. The salary range is \$40,000-49,000.00 annually with options to participate in health, dental and retirement plans.

**Essential Functions:** Ensure customer satisfaction through service excellence; 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; Coordinate with the General Manager to maintain a hospitable and welcoming environment for the Cinema's patrons and ensure that all house management needs are met.

### **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.
- Excellent verbal and written communication skills.
- Basic computer literacy.
- Working knowledge of ADA regulations.
- PHYSICAL DEMANDS: The physical demands of this position require walking, sitting, stooping, reaching, and manual dexterity. Ability to lift up to 25 lbs.
- 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.

**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 will begin on July 23, 2021, and 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 to race, color, ancestry, national origin, sex, sexual orientation, gender identity or expression, transgendered status, religious creed, age, disability, military or veteran status.

**Updated July 16, 2021**