

Tuesday, February 26, 2019

## Front of House Staff at New York Live Arts

Company: New York Live Arts  
 Location: New York, NY  
 Compensation: \$15/hour

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New York Live Arts is hiring Front of House Staff to start in March. Please see the Job Description below, and email resume and cover letter to [careers@newyorklivearts.org](mailto:careers@newyorklivearts.org).

POSITION TITLE: Front of House Staff

### REPORTING RELATIONSHIPS:

This position reports directly to the Front of House Coordinator and to the Director of Communications.

### POSITION SUMMARY:

Front of House Staff are the primary customer service representative for New York Live Arts as well as front desk services during non-regular office hours for the organization. Front of House Staff work to ensure the best customer service experience for all Live Arts customers. As the box office, FOH Staff are responsible for ticket sales and reconciliation as well as providing administrative support to the Marketing department as needed. FOH Staff also work with studio renters and maintain the security of the building.

### RESPONSIBILITIES:

- Fulfill Phone and walk up ticket sales and print and distribute reservations on performance days.
- Reconcile and report on daily sales and attendance.
- Update and maintain the volunteer usher list.
- Provide relevant information on upcoming Live Arts activities, performances and showings to patrons and guests.
- Process merchandise sales.
- Maintain a clean and organized office and lobby environment.
- Make sure that the lobby/reception area is stocked with publicity and resource materials.
- Lock and alarm Live Arts facilities at night.
- Periodic attendance of full staff meetings.
- Assist in receiving all guests and deliveries, check-in studio rentals and collect payment from them as needed.
- Support the marketing department as needed to assist with customer service, community relations and promotion.

### SPECIFICATIONS:

- Strong preference for weekend and evening availability; 10-20 hours per week.
- Starting salary is \$15 per hour.

### QUALIFICATIONS

- Applicants must have customer service and, preferably, box office/front desk experience
- The ability to multi-task, pick up information quickly, and think quickly under pressure.
- Knowledge of Microsoft Office and Google Drive.
- Knowledge of Patron Manager and Mind Body Online is a plus but not required.
- Positive attitude, flexible schedule, timeliness, attention to detail, and general comfort working with others are a must.
- Applicants should also have a strong interest in working for a dance organization, and some knowledge of contemporary dance.

To Apply, email cover letter and resume, or relevant experience to [careers@newyorklivearts.org](mailto:careers@newyorklivearts.org)

