



## Front of House Lead

### Background

ODC is a ground-breaking contemporary arts institution: a world class dance company, a presenting theater, and a dance school. Known nationally for its entrepreneurial savvy as well as artistic innovation, the organization is unique for its fully integrated vision. Operating in San Francisco's Mission District for more than 48 years, our programs and activities contribute to San Francisco's vibrant dance and arts ecosystem, community development, arts education, and access to creative art-making. ODC strives to cultivate artists, inspire audiences, engage the community, and foster diversity and inclusion through dance performance, training and mentorship.

### Summary and Objectives of Role

The Front of House Lead will work closely with Public Services Manager with 5 admin hours. The Front of House Lead would be welcome to take additional shifts as House Manager/Box Office Agent and would be paid at the Front of House Lead rate. They would also work closely with ODC Theater in concert with other essential services (production and marketing) to support performances and public programs and to cultivate relationships with ticket buyers and theater clients.

### Compensation / Nature of Role

· \$18/ hourly (part-time) with a minimum of 5 admin hours per week.

-Sick time accrued as hours worked. Earning free dance classes at the ODC Dance Commons.

### Required Qualifications

- Bachelor's degree or higher education certification.
- Demonstrable knowledge of ticket office procedures and filing systems.
- Superior customer service skills and the ability to deal with the public in a tactful, professional.
- Must be available to work evenings and weekends as required by schedule of performances and special events.

### Duties and Responsibilities

This position demands demonstrable knowledge and skill in several areas including: (1) high-level and personable customer service; (2) database systems (Salesforce or Patron Manager preferred); (3) box

office and front-of-house event management; and (4) familiarity with contemporary dance and performing arts and audiences.

- Greet the public by telephone and in person, providing routine information about and sales options for upcoming performances and general information.
- Process ticket sales and comp requests in person and over the phone.
- Ensure proper supply of materials and stock specific to box office operations.
- Assist with building access to artists, renters, and guests, as needed.
- Assist with group sales initiatives
- Report show activity including any problems that occurred, attendance, and lost-and-found to Patron Services Manager
- Lead role in developing and ensuring schedule coverage in relationship with Public Services Manager

### To Apply

· Please email to: [HR@odc.dance](mailto:HR@odc.dance) & [Michael@odc.dance](mailto:Michael@odc.dance):

· Resume

· Cover Letter

· Reference "Front of House Lead" in the subject line.

This is at a non-profit organization. Must be eligible to work in the US. Applicants from diverse backgrounds are encouraged to apply.

**No phone calls please.**

**Principals only. Recruiters; please don't contact this job poster.**

**Please do not contact job poster about other services or products.**