



Front of House (FOH)

Background

ODC is a groundbreaking contemporary arts institution, delivering its mission through a world class dance company, an innovative presenting theater and digital platform, a dance school for movers of all ages and abilities, and ODC Heath with initiatives including a fee-free diagnostic and educational Healthy Dancers' Clinic, and a fitness program for all levels and abilities. Guided by Founding Artistic Director Brenda Way, ODC is nationally recognized for its entrepreneurial spirit and artistic innovation. Unique for its fully integrated vision, ODC strives to inspire audiences, cultivate artists, engage community, and foster diversity and inclusion through dance performance, training, and mentorship. ODC operates a two-building campus consisting of a Dance Commons and the ODC Theater in San Francisco's Mission District (when in-person activities are allowed), and a robust digital program for classes, performances, and engaging dialogue. ODC's programs and activities have contributed to community development, arts education, and access to creative art-making for 50 years.

Position Summary

The Front of House position is an at-will, hourly part-time position at \$19 /hour and is responsible for overseeing all public areas of the theater during a performance or event and ensuring the experience of each patron is enjoyable and safe. Shifts are scheduled as needed and based on availability (approximately 4-12 hours/week). Must be available to work evenings and weekends as required by the performances and special events schedule.

FOH Staff Duties & Roles

Each FOH Staff member is expected to help create a warm and welcoming environment for patrons. We seek to provide an audience experience that begins the moment patrons walk through our doors.

- Safely open and close ODC Theater Building, ensuring that the theater and lobby are restored to their pre-show conditions, all visitors and staff have left the building, and that the building is appropriately secured and alarmed before leaving.
- Enforce Theater policies in regards to safety, accessibility, late-seating, and audience conduct.
- Provide friendly and kind customer care at all times.
- Maintain a clean and welcoming front-of-house area, including restocking paper products in patron's restrooms and removing large refuse from theater seating.

- Assist with artists' pre/post show receptions.
- Assist with the sale and accountability of performance tickets, financial records involving ticket sales and box office operations, and management of an efficient box office operation for all ticketed events at ODC Theater.
- Work in numerous interfaces, including Excel, Outlook, and Patron Manager, to organize, understand and communicate the total number of tickets sold and remaining to sell before opening the box office.
- Coordinate with the Technicians, Box Office, and event's representative to ensure that the production starts on time and has a smooth and adequate intermission.
- Greet and screen vaccination records upon entry to the ODC Campus, following ODC's current Covid Safety and Vaccine Policy and protocols as needed.

Qualifications

- Must be at least 18 years of age (21 years of age for concession shifts) and eligible to work in the U.S.
- Available to work on the ODC Campus at 351 Shotwell Street and 3153 17th Street in San Francisco and other SF venues used by ODC for in-person performances and activities.
- Must be available to work evenings and weekends as required by the performances and special events schedule.
- Ability to lift 10-15 lbs.

Compensation and Time Base

The Front of House position is an at-will, hourly part-time position. Base pay is \$19 /hour. Evening and weekend shifts are scheduled as needed and based on availability (approximately 4-12 hours/week).

- Sick time accrued as hours worked.
- Complimentary tickets available for ODC theater events and ODC performances.

To Apply

- To apply for this position, please email your current resume and a cover letter to: HR@odc.dance.
- Note, please reference "**Front of House**" in the subject line.

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.

At ODC we believe the vitality of life in the San Francisco Bay Area is contingent upon continued exposure to a variety of perspectives, beliefs, and wisdom. Our work at ODC is challenging and exciting. We attract people who are committed to dance and the arts and we are willing to work hard to engage our audiences and serve our communities. If you want to

make a difference, challenge yourself and help us continue to innovate, we welcome your energy and talents. People of color and people with disabilities, of diverse sexual orientations, gender expressions and identities are welcome and encouraged to apply.