



Front of House

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 50 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 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 10 hours/week). The ideal candidate will be cross-trained in the House Manager and Box Office positions. Candidates must be available to work nights, weekends, and holidays, with a flexible schedule.

Compensation / Nature of Role

- \$17/hourly
- Earn free dance classes at the ODC Dance Commons

Required Qualifications

- Must be at least 21 years of age and eligible to work in the US.
- Must be based in the San Francisco Bay Area and available to work on the ODC Campus at 351 Shotwell Street, and 3153 17th Street in San Francisco as well as in other SF venues used by ODC for in-person performances and activities.
- 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 Audience Services Coordinator

To Apply

- Please email to: HR@odc.dance:
 - Resume
 - Cover Letter
- Reference "Front of House" in the subject line.

This is at a non-profit organization. Must be eligible to work in the US. Applicants of diverse sexual orientations, gender expressions and identities, people of color and people with disabilities are strongly 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.