

Front of House Manager

GENERAL INFORMATION

Department: Marketing, Communications & Creative Media

Title of Immediate Supervisor: Director of Marketing, Communications & Creative Media

Hourly Rate: \$19 an hour

Specific Conditions of Work: Position is part-time, hourly, and event based. Background check required. Applicants must be available to work in person on the following dates and times:

- October 25, 2025, 12:00 p.m.-6:30 p.m. | Hopkins Bloomberg Center Theater
- March 16, 2026, 12:00 p.m.-6:30 p.m. | Hopkins Bloomberg Center Theater
- April 18, 2026, 5:00 p.m.-11:30p.m. | Church of the Epiphany
- May 16, 2026, 12:00 p.m.-6:30 p.m. | Hopkins Bloomberg Center Theater

POSITION INFORMATION

Washington Performing Arts seeks an experienced and collaborative customer service professional to manage Washington Performing Arts Front of House operations on site at several partner venues. This is an exciting role offering an excellent opportunity to work with a cooperative, supportive, and passionate team, which enriches our D.C. community with vibrant performing arts experiences.

Position Summary/Purpose:

Under the supervision of Washington Performing Arts's Director of Marketing, Communications, & Creative Media (MCCM), the Front of House Manager contributes to the Front of House presence at Washington Performing Arts Partner Venues the Hopkins Bloomberg Center Theater (555 Pennsylvania Ave NW) and Church of the Epiphany (1317 G Street NW) on specific performance dates.

This role is focused on customer service and patron experience. This position requires a pleasant demeanor and good communication skills, experience working with a wide range of audiences, experience with venue safety and emergency situations and protocols, comfort troubleshooting escalated issues and patron interactions, professionalism, and a genuine attitude of welcome for all. The Front of House Manager must be able to listen effectively, assess a situation, determine relevant issues, identify solutions, and gain consensus. This is an active position that includes constant walking, climbing stairs, and occasional sitting.

Responsibilities include but are not limited to:

- Advance arrival for pre-show orientation with Washington Performing Arts and Venue staff.
- Washington Performing Arts Patron Services staff, facilitate advance ADA requests, including any specialized ADA accommodations. Provide assistance to guests with special needs, such as helping with seat accommodation.
- Lead usher orientation. Train and supervise ushers on site, including safety orientation and assigning usher locations.

- Greet, answer questions, and provide directions to patrons. Keep lines organized while patrons wait to enter the theater.
- Examine tickets for entry to various seating areas in the theater. Tear tickets, distribute performance programs, and direct guests to their ticketed sections at pre-show and at intermission. Assist in verifying credentials to restricted seating areas. Manage late seating entrances and keep the house orderly during the event. Provide house count to Patron Services staff.
- With the help of Washington Performing Arts Patron Services staff, assist with resolving ticketing issues.
- Ensure patron experiences continue to be safe and enjoyable through the duration of the event, partnering with venue security as necessary.
- In the event of an emergency, take appropriate action to clear patrons safely from the venue.
- Direct patrons to the nearest exit at the end of the program.

Minimum Qualifications:

- High school diploma or equivalent required
- Must have supervisory experience and aptitude for collaboration
- Ability to establish and maintain effective working relationships

Essential Capabilities & Preferences:

- Ability to lift and carry up to 25 lbs
- CPR and First Aid certification preferred
- Access to a network of reliable ushers a bonus
- Associate's or Bachelor's degree in a related field preferred
- Appreciation for and understanding of a variety of musical genres, including classical, jazz, global music, gospel music, and more.
- Tessitura experience a plus

About Washington Performing Arts:

One of the most established and honored performing arts institutions in America, Washington Performing Arts has engaged for more than half a century with artists, audiences, students, and civic life. The city is truly our stage: for decades, in venues ranging from concert halls and clubs to public parks, we have presented a tremendous range of artists and art forms, from the most distinguished symphony orchestras to both renowned and emerging artists in classical music, gospel music, jazz, culturally-specific genres, dance, and more. We also have an ever-expanding artistic and educational presence on the internet, envisioning ongoing opportunities for online connection and community.

Washington Performing Arts deeply values its partnerships with local organizations and other arts institutions. Through events online and in myriad performance venues and neighborhoods, we engage international visiting artists in community programs and introduce local artists to wider audiences. We place a premium on establishing artists as a continuing presence in the lives of both young people and adults through residencies and education programs. Our achievements have been recognized with a National Medal of Arts and with three Mayor's Arts Awards from the DC Government. We have now embarked upon our second half-century, ever inspired by the motto of our founder, Patrick Hayes: "Everybody in, nobody out."

Organizational Diversity and Inclusion:

Washington Performing Arts is committed to diversity, equity, inclusion, and access in all aspects of our work. In keeping with our mission and guiding principles, we seek, represent, and welcome a multiplicity of voices in everything we do, from programmatic content to the composition of our board and staff. Accordingly, we seek to build a team that reflects and meets the needs of the community we are part of and serve. While we have made important progress, we continue to pursue that goal through intentional, focused learning and action.

Hiring a diverse workforce is but one component—we strive to make Washington Performing Arts ever more inclusive, and true to our founder's guiding ethos of "everybody in, nobody out." To gain the maximum benefit from our increasingly diverse team, we wish for every employee to feel welcome and motivated to do their best work. We know that we work better together in service of Washington Performing Arts's mission, because of our differences, not despite them.

Equal Employment Opportunity Statement

Washington Performing Arts subscribes to a policy of Equal Employment Opportunity and will not discriminate against any employee or applicant because of race, age, sex, color, sexual orientation, physical or mental disability, protected veteran status, religion, ancestry or national origin, marital status, genetic information, political affiliation, and gender identity or expression. In addition, the District of Columbia adds protection for marital status, personal appearance, sexual orientation, family responsibilities, matriculation, or political affiliation. Washington Performing Arts's employment decisions are made based on the needs of the organization and qualifications of the applicants and employees.

How to Apply:

For best consideration, please submit applications and cover letter through the Paylocity portal linked below by October 6, 2025. Applications without a cover letter addressing your fitness for the role and relevant experience will not be considered.

Apply at <https://recruiting.paylocity.com/Recruiting/Jobs/Details/3600041>.