



Patricia Reser Center for the Arts  
Position Posting  
Front of House and Volunteer Manager

Reports to: Box Office and Patron Services Manager  
FSLA Status: Exempt, Full-time with benefits  
Date of Posting: November 23, 2021

We strongly encourage applications from persons of color, women, and LGBTQ individuals.

Please note: Full vaccination against COVID-19 is a prerequisite for employment. The Reser will consider exemptions for medical or religious reasons.

### ABOUT US

The Patricia Reser Center for the Arts (PRCA, The Reser) is a new, professional arts center located in downtown Beaverton, Oregon. Construction began in November 2019, and the Center is scheduled to open to the public in March 2022. Immediately adjacent to City Hall, the facility consists of a 550-seat mainstage theater, an art gallery, meeting and rehearsal rooms, and a public plaza. Upon opening The Reser will be the most technically advanced theater in the region. The Reser will present national touring artists, local and regional performing arts organizations, visual arts exhibitions, arts education programs, and will serve as a social and cultural hub for Beaverton and its surrounding communities. [www.thereser.org](http://www.thereser.org)

The Reser is governed by the Board of Trustees of Beaverton Arts Foundation, which is filled with accomplished, respected, and dedicated community volunteers. Together with the City of Beaverton, and after a hugely successful capital campaign, they have brought The Reser to life. Although the Foundation dates from 1999, The Reser itself is a relatively new organization and, by its nature, will pass through several distinct phases before it achieves a mature, operating state. Its current phase is focused on near-term projects: final preparations for the public opening, ongoing staff development, inaugural programming, and the creation of the policies and practices that will guide its future. The inaugural year will require a nimble and creative staff, with the skills and commitment to overcome all challenges as a team. Adaptability and a personal commitment to the mission of The Reser are vital qualities for any employee in this environment. The scope of responsibilities of the Front of House and Volunteer Manager will evolve to meet the needs of The Reser as it progresses through its opening phase and into the 2022-23 season to take its place as the cultural center of Beaverton and vital resource in the regional community.

It should also be noted that this position is being filled at a moment, in which, because of the coronavirus pandemic, it may be still useful to work remotely from time-to-time. Candidates should evaluate their personal capacity for being responsive and productive while working independently. The successful candidate will be confident both in their ability to fulfill the job responsibilities in a hybrid environment when necessary, and to thrive in a fast-paced and collaborative team environment.

### WHAT YOU'LL DO

The primary responsibility of the Front of House and Volunteer Manager is to ensure a safe and welcoming environment for patrons and guests at all public events held at The Reser. The Front of House and Volunteer Manager will often be the first human face of The Reser that a patron sees and, accordingly, must embody the organization's commitment to both peerless service and the principles of diversity, equity, and inclusion. The Front of House and Volunteer Manager will oversee all activities and staff related to running events, including planning, staffing, and managing front-of-house staff. The Front of House and Volunteer Manager will recruit, train, and manage volunteers, and will coordinate with colleagues in the box office, production, security, and concessions to maintain a safe, orderly, and hospitable experience for all patrons.

The three critical imperatives for the Front of House and Volunteer Manager are: Public Safety, Warm Hospitality, and Incomparable Service. The Front of House and Volunteer Manager will also play a vital role in actualizing The Reser's commitment to the principles of Equity, Diversity, and Inclusion.

### Specific responsibilities will include:

- Supervise all FOH paid and volunteer Guest Services staff and programs including ushers, ticket takers, scanners, coat check, seating, merchandise counting and reconciliation, program stuffing and distribution for all publicly attended activities
- Assist the Box Office & Patron Services Manager in planning all front-of-house activities related to performances and events, including scheduling staff and ensuring that public spaces are ready prior to each event
- Lead all volunteer recruitment and training, including ushers and art gallery docents
- Develop practical skill with the Tessitura ticketing system
- Recruit, schedule, manage, and motivate front-of-house staff and volunteers
- Work with a database to maintain records for both paid and volunteer staff to verify payroll and volunteer service hours
- Develop public safety protocols; train staff; be prepared for emergencies; report safety-related issues promptly
- Oversee the orderly seating of as many as 550 patrons at events; resolve seating issues
- Implement mandatory public health measures and policies
- Complete and circulate a detailed House Manager's Report following each event
- The ability and willingness to work irregular hours, as dictated by the schedule of events
- Serve as Manager-on-Duty for select events, as needed
- Oversee any FOH emergencies including evacuation of patrons and communication with The Reser staff
- Coordinate emergency procedure planning with Operations and Production Director

### PRIMARY RELATIONSHIPS

The Front of House and Volunteer Manager will report directly to the Box Office and Patron Services Manager, as part of the Marketing and Patron Services team. In addition, they will work closely with colleagues in Production & Operations, Donor Engagement, and Finance & Administration.

### SKILLS AND EXPERIENCE NEEDED

- Experience in the management and coordination of public spaces in a performing arts organization
- Demonstrable experience managing event staff, including both paid and volunteer ushers
- Outstanding planning and time management skills
- The ability to multitask and set priorities
- Excellent communication skills: the ability to speak and write clearly and persuasively
- Mature interpersonal skills; a talent for diplomacy; a builder of respectful and collaborative professional relationships
- Skill in the use of Microsoft Office and other office management software tools
- A calm, cheerful, and welcoming demeanor; the ability to project a sense of both personal connection and control of a large group
- Cultural competence: the ability to understand and interact effectively with people from other cultures and traditions.

## PREFERRED QUALIFICATIONS

- Previous experience as a House Manager in a busy performing arts environment
- Previous experience with ticketing systems, ticket scanners, event communications, etc.
- Previous experience in a nonprofit organization
- A personal commitment to the value of the arts and the ability to convey enthusiasm and information to patrons

## WORKING ENVIRONMENT - ESSENTIAL PHYSICAL ABILITIES

Most of the responsibilities of this position do not typically involve equipment that poses a threat of injury. The successful completion of duties relies on the following physical abilities: Sufficient (corrected or uncorrected) vision to read text of various sizes and perceive colors and shapes accurately. Sufficient clarity of speech and hearing to communicate effectively in person and on a telephone, to hear sounds within the normal range of conversation and in the context of crowd noise. Sufficient manual dexterity to operate office equipment. Sufficient personal mobility, strength, and reflexes to perform light work and to reach, stoop, bend, kneel, climb, and lift as much as 30 pounds. Should also be able to stand for extended periods of time without assistance. The physical abilities required for this position may be flexible and we encourage those who may require accommodation to apply.

## COMPENSATION AND BENEFITS

An annual salary of \$55,000 commensurate with experience. Benefits include medical insurance, Flexible Spending Account, paid vacation, and matching 403(b) retirement plan contributions.

## HOW TO APPLY

Interested and qualified applicants are encouraged to submit a resume, accompanied by a cover letter describing why this position is of interest and the personal and professional experience that has prepared them to be successful. All applications will be held in confidence. Initial review of applications will begin on or about December 7, 2021, with the goal of selecting a candidate by January 3, 2021. Interested applicants should submit materials as soon as possible. Applications received after December 14, 2021, may not be eligible for consideration.

All applications and/or inquiries should be sent via email only, addressed to:

December Carson, Director, Marketing & Patron Services  
Jobs@TheReser.org

MS Word or PDF attachments only, please

Subject Line: House and Volunteer Manager application

File names of all attachments should include applicant's last name

Patricia Reser Center for the Arts is an equal opportunity, at-will employer, dedicated to the goal of creating a diverse and inclusive working environment. We strongly encourage applications from women, persons of color, and LGBTQ individuals. All qualified applications will receive consideration for employment without regard to age, race, color, religion, gender, gender expression, national origin, disability status, protected veteran status, marital status, sexual orientation, or any other characteristic protected by law.