



Job Title: Front of House Staff

About Salt Lake Acting Company:

Salt Lake Acting Company, a 501(c)3 also known as SLAC, is Utah's leading destination for brave, contemporary theatre. SLAC has earned a loyal following by providing audiences of Salt Lake and the Intermountain West with the opportunity to experience plays that would otherwise not be produced in this area. SLAC is a core member of the National New Play Network, and is committed to commissioning, developing, and producing new plays. Through its arts education programs, SLAC strives to be a resource for the arts for Utah students from kindergarten to university. Please visit www.saltlakeactingcompany.org to learn more about SLAC.

Salt Lake Acting Company cares passionately about our community and believes in continually pursuing accessibility and diversity throughout our organization. SLAC is committed to ensuring accessibility for people with disabilities and removing all barriers to ensure our theatre is a welcoming space for every person. Salt Lake Acting Company is striving toward creating an inclusive environment by maintaining a work culture that represents our rich and diverse community. We are seeking employees from varying backgrounds, experiences, and perspectives. We encourage applicants from (but not limited to) differing races, ethnicities, ages, genders, gender identities and expressions, disabilities, classes, and sexualities to apply.

Position Overview:

The Front of House team is a vital part of ensuring Salt Lake Acting Company is welcoming to our patrons.

Even prior to COVID-19, SLAC knew the value of our audience. Life can pull us all in many directions and at SLAC, we honor the time and energy it takes to attend a show and support a theatre. We are very lucky to have so many loyal, supportive season subscribers, returning patrons, and first-time SLAC attendees.

And now, we are ready to welcome our audience back through our doors with a renewed awareness of what really matters: our community. As we reopen our physical theatre doors—though we've continued to stay active in the virtual world of theatre—we want to invite new team members who are excited to join us on this journey of returning to live theatre. We are looking for people to help welcome back our audience while ensuring a safe, positive, and calm experience for our community as they return.

The ideal Front of House staff member is eager to be part of a team and is ready to support everyone on the team. This support can be seen by completing all expected tasks for a shift, consistent communication, being proactive in completing tasks that achieve our goal to have a welcoming space, and flexibility to shift and change in order to best support everyone on the team and their unique needs and skills.

Prior to show time, between acts, and at the end of the show the Front of House staff is focused on making the experience of the SLAC venue fantastic. All Front of House staff will shift between specific positions for each show. Nightly tasks and responsibilities will vary depending on which position the Front of House staff member is working for that performance. Some of these tasks include clearing the outdoor walkway of debris, cleaning the lobby and theatre, ensuring bathrooms are tidy, taking tickets, greeting patrons, answering questions, etc.

Front of House staff members are supported by the administrative staff who will also be working each show in the position of Box Office or Host. Front of House, Box Office, and Host all work together to facilitate a successful performance from preparing the space before the show, to greeting and seating the audience, and

then cleaning the theatre at the end of the night.

Responsibilities and Duties:

Many responsibilities and duties will vary for each shift depending on the position the Front of House staff member is working for that show. These positions include House Manager, Outside House Manager, and Concessions (when we offer concessions items again).

- Interact with patrons: answering questions, asking them about their thoughts on the show, empathetically respond to any concerns, general patron interaction (our patrons love to connect with us and we with them), etc.
- Prepare the building for patrons by cleaning the lobby (sweep, mop, sanitize, etc.)
- Clear the outdoor walkway of leaves, debris, and/or snow and ice.
- Place parking signs outside to direct patrons to available parking areas
- Greet patrons and verify they are completely vaccinated before they enter the building (check their vaccine card and compare to Photo ID).
- Take tickets and direct patrons to their seats
- Clean all common area spaces where patrons congregate which will include, but is not limited to, the green room, deck, lobby, and in front of the building.

Specifications:

- Location: Salt Lake Acting Company, 168 W. 500 N. Salt Lake City, UT 84106
- Training begins the last week of July
- Pay to be determined based on experience, \$13/hour minimum
- 10-20 hours per week when we are in the run of a show
- Shift length is dependent on the run time of each show. Shift start time can be as early as 5:30pm (5pm for Box Office) for evening performances Monday-Saturday, 12pm for Saturday matinees, 11am for Sunday matinees, and 4:30pm (4pm for Box Office) for Sunday evening. Shift end time is anywhere from 1.5-3 hours after show start time.

Opportunities for Growth:

SLAC loves to support the growth and development of our staff and artists. Nearly everyone who works on administrative staff started in the Box Office and Front of House staff. Joining us as Front of House staff can be a great opportunity to get to know our theatre and community. There may be opportunities for advancement based on work performance and availability.

Application Process & Safety Disclaimer:

- Please submit your resume to jobs@saltlakeactingcompany.org and include contact information for three references (at least two professional, one reference may be personal).
- Review of applicants will begin immediately; applications will be accepted until the positions are filled.
- SLAC is an equal opportunity employer.
- Complete COVID-19 vaccination is required for all employees of Salt Lake Acting Company.
- By visiting Salt Lake Acting Company, all patrons and employees voluntarily assume all risks related to exposure to COVID-19.