



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 (SLAC) is an anti-racist organization and we hold ourselves accountable to support anti-racist practices policies. At SLAC, we care passionately about our community and believe in continually pursuing inclusion, diversity, equity, and accessibility (I.D.E.A). We strive to create an inclusive environment by maintaining a work culture that represents our rich and diverse community. In addition, we are committed to ensuring accessibility for people with disabilities by removing all barriers to ensure our theater is a welcoming space for every person. Therefore, we encourage applicants from all races, ethnicities, ages, genders, gender identities and expressions, disabilities, classes, sexualities, varying backgrounds, experiences, and perspectives to apply.

Position Overview:

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

At SLAC we know 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.

SLAC is looking to add to the Front of House team. We are looking for people to help take excellent care of our audience while ensuring a safe, positive, and calm experience for our community. SLAC is continuing on the bridge back to live, in-person theatre and we want people excited to join us on this venture. As we continue to welcome more of our audience back through our doors we have a renewed awareness of what really matters: our community.

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, prepping and selling concessions, 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, Subscriptions, and 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:

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.

- Interact with patrons: answering questions, asking them about their thoughts on the show, empathetically responding 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 check their proof of vaccination or proof of negative COVID test.
- Take tickets and direct patrons to their seats
- Prepare coffee and other concessions items to sell to patrons
- 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
- Hiring for support starting with *Yoga Play* (Apr. 11 - Mar. 7), employment continues past this show, but this is the starting project
- Work is then intermittent, hours available when in the run of a show. Training will happen during show shifts, with at least one training session/meeting prior to opening.
- \$15/hour
- 10-20 hours per week when we are in the run of a show
- Additional hours may be available for special events like street fairs and prepping season ticket mailers
- Shift length is dependent on the run time of each show. Shift start time can be as early as 5:30pm for evening performances Monday-Saturday, 12pm for Saturday matinees, 11am for Sunday matinees, and 4:30pm 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.