



POSITION ANNOUNCEMENT: FRONT OF HOUSE TEAM MEMBERS

POSTING DATE: April 11, 2022
STATUS: Hourly, Part-Time, seasonal
SALARY: No less than \$17/hr, no more than 30 hrs week, eligible for overtime

Ars Nova is looking for friendly, out-going and enthusiastic people to join the Front of House (FOH) team. As part of the FOH team you will report directly to the House Manager each shift and indirectly report to our Audience Engagement Manager. Strong communication skills and flexible schedules are also necessary for these positions.

Ars Nova exists to discover, develop and launch singular theater, comedy and music artists who are in the early stages of their careers. We were founded as a playground and a launch pad for emerging artists to create new work, with a dual mission to build the next generation of audiences for live entertainment by prioritizing a zeitgeist-forward aesthetic and marrying it with accessible ticket prices. Today, Ars Nova is known for its “pop-culture-savvy experimentation, with a hipness that sets it apart” (New York Times).

Ars Nova recognizes both that it is a predominantly white institution and that our institutional practices have led to the exclusion of Black, Indigenous and People of Color from our team. We are actively working to become a more diverse, anti-racist, inclusive organization; please see our commitments and progress towards these objectives [HERE](#). We hope BIPOC candidates will accept our invitation to apply.

KEY PURPOSE OF POSITION/GOALS:

As a Front of House Team member, you are the face and the front lines of public interaction and hospitality at the theater. You have a level head and are able to de-escalate situations quickly and easily. Duties may include, depending on specific roles;

- **Hospitality:** Inviting guests in and activating the space, in addition to checking each guest's identification and proof of Covid-19 vaccination records.
- **Box Office & Will Call:** You will occasionally have to collect payments and process ticket orders using AudienceView Professional aka Ovationtix.

- **Ambassadorship:** You represent Ars Nova and are the person who will answer questions from audience members- either about the show or about Ars Nova.
- **Ushering:** Leading guests to seats, handing out programs, knowledge of show run time, trash and bar pick-up, moving of house seats, and assisting with last minute no-shows/stand-by lists/late seating.

SPECIFIC RESPONSIBILITIES AND COMPETENCIES:

The responsibilities, competencies and expectations outlined below are representative, not exhaustive. Responsibilities may shift as needed to best align with organizational needs.

- You thrive in teamwork, especially to complete tasks that can be given by both the House Manager and the Audience Engagement Manager.
- You love to adapt to new and surprising situations on a moment's notice.

All FOH shifts are guaranteed a minimum of four hours for a shift. All employees of Ars Nova are required to be fully vaccinated against COVID-19 and have the necessary booster shots if/when you qualify. Staff is also currently expected to remain masked at all times.

APPLICATION INSTRUCTIONS:

Please submit a resume (or list of previous work experience) and a statement about what excites you about this work. Ditch the “cover letter” and speak from the heart about what excites you about this work. While we ask that resumes be submitted in written form, we invite applicants to submit their personal statement via a written piece, audio or video recording – whatever form best supports your self-expression.

Submission link:

https://form.asana.com/?k=0a63Je1d8RW9NA9_tE8W2A&d=75190075101323

In order to help maintain an equitable process, please do not submit unsolicited candidate recommendations. For process or technical questions, please email jobs@arsnovanyc.com.

HIRING PROCESS: Six to ten candidates will undergo a first round interview over Zoom in mid-April. Three to four finalists will be brought on. The above schedule is subject to change and we will update the pool should this range expand.

Orientation for this position is currently expected to start sometime between April 26 and May 1.