

WE'RE HIRING!

POSITION: FRONT OF HOUSE MANAGER, VPAC

The Vail Valley Foundation (VVF) is seeking a Front of House Manager for the Vilar Performing Arts Center in Beaver Creek. The Front of House Manager will oversee all customer service needs, from the moment a guest enters the building until they leave events at the VPAC. This role requires a good knowledge of front of house operations and a great level of organization and influence to manage a large volunteer base, as well as part-time staff and contracted labor. Acting as the hospitality assistant and assuming the lead on audience safety and security is also required in this position. This role will report into the Operations Director and Hospitality Manager.

WHAT IS VVF?

*Founded in 1981, the **Vail Valley Foundation (VVF)** was created to enhance the quality of life in the Vail Valley through athletic, cultural, and education programs and events. Today, the VVF operates with an average annual budget of approximately \$24 million and a full-time staff of 64 employees. Thanks to the generous support from individuals and corporations, the Foundation is responsible for providing this very special Colorado community with some of its most treasured annual events and programs.*



GOALS:

The primary goal of this position is to maintain a level of audience experience suitable to Beaver Creek's luxury standards. During events the role will oversee the entire audience member journey from entering to leaving the theatre with the goal to minimize customer complaints, swiftly resolve any conflicts, manage any safety/security issues, and increase satisfaction indicators (measured by the VPAC's surveys). The role also requires the need to schedule and organize volunteers and part-time staff (including bartenders, caterers, and merchandise sales) to ensure all consumer needs are successfully fulfilled. In assisting the hospitality manager, the goal is to provide additional bandwidth to increase concession revenue, through streamlined concession operations.



RESPONSIBILITIES:

- Fulfills all House Manager duties for every performance, opening and closing house.
- Oversees Volunteers: organizing, scheduling, recruiting, recognition, administration, SOP's.
- Assists Hospitality Manager: caterers, bartenders.
- Oversees audience safety & security procedures.
- Oversees merchandise sales.
- Coordinates special events, e.g. May Gallery receptions, volunteer parties, patron party, part-time staff parties.
- Project management for various front of house and office administration tasks, as needed.

REQUIREMENTS:

- At least 1 to 3 years previous front of house theatre experience.
- Has a passion for the performing arts.
- Proven customer service skills.
- Excellent communication and interpersonal skills.
- Positive and outgoing personality.
- Adaptable to the changing profiles of audience members.
- Great organization skills.
- Willingness to work a varying and demanding schedule including nights, weekends, and holidays.
- Great problem solver.

BENEFITS AND COMPENSATION:

This is a salaried, full time year-round position eligible for all VVF employment benefits

TO BECOME A CANDIDATE:

Please send a cover letter, resume and references to jobs@vvf.org

This job description is not an exhaustive list of duties; additional duties may be assigned.