Lobby Manager

Union Arts Center, home of ACT Contemporary Theatre & Seattle Shakespeare Company, is excited to announce an opening for a Lobby Manager. Union Arts Center (UAC) has successfully completed our inaugural season and started our second, which includes both contemporary and classical works. This is a momentous opportunity to join our merged organization within a collaborative and creative work environment. We strive to create an inclusive, welcoming, and meaningful work environment for all.

The hourly rate for this part-time, non-exempt position is $22.23 per hour. UAC provides access to $6.00 downtown Seattle parking and free tickets to UAC productions. All employees accrue sick time per Seattle Paid Sick and Safe Time (PSST).

Please apply by email your resume and a cover letter outlining your interest in the position and your qualifications at work@unionartscenter.org. If accommodations may be needed for the application process, please contact work@unionartscenter.org.

Lobby Management

- Serve as Lobby Manager for assigned programs
- Work to ensure excellent customer service delivery from all front-of-house staff, while providing exemplary leadership in their work
- Oversee and check-in volunteer ushers; distribute badges and parking passes
- Collaborate with House Manager to ensure program timeline is well managed
- Ensure the ingress path and lobbies are clean, safe, and ready to receive patrons
- Assist with lobby and restroom preparation for patron arrival; coordinate lights, background music, program distribution, and opening doors and gate
- Ensure a welcoming environment for patrons; greet patrons; direct patron traffic
- Work to ensure the safety of patrons and staff through a strong, working knowledge of ACT emergency procedures
- Assist with emergency operation procedures (evacuation, shelter in place, medical)
- Scan digital and receive paper tickets for entry
- Maintain awareness of all people entering and exiting the building
- Distribute and retrieve Preview Comment Forms for all Mainstage shows
- Assist with program distribution and stuffing needs, including inventory, archiving, and recycling
- Communicate with House Manager regarding late arriving volunteers and patrons; serve as will-call contact for late patrons
- Thank patrons for attending at program end
- Collect listening and/or caption devices and return to charging stations
- Assist with building lock-up at the end of the show
- Relay relevant information to the House Manager to assist with program house report
- Listen to and address patron issues, questions, and concerns in a friendly and efficient manner with all concerns brought to the Assistant House or House Manager as appropriate
- Establish a working knowledge of ADA guidelines; assist House Manager in execution of all accessibility programs, including wheelchair seating, flip arm seating, closed captioning, large print programs, ASL interpreted, and audio described performances

Other Duties

- Assist with training volunteer ushers
- Communicate organizational messaging to the Front of House staff
- Be knowledgeable about Union Arts Center mission, values, current productions, current season, and upcoming events

- Create a welcoming, inclusive, and collaborative atmosphere through honest, clear communication with patrons, staff, and teammates

Experience & Qualifications:

Strong interpersonal and verbal communication skills with the ability to work under pressure
Ability to problem solve and mediate conflict and de-escalate situations with the public
Strong desire to work with the public and serve as a leader in all interactions with staff, volunteers, and patrons
Demonstrated ability to thrive and multi-task in a fast-paced, high-energy, multicultural environment
Experience training and supervising volunteers
Availability to work evenings and weekends is essential
Maintain a calm, professional demeanor in all public-facing situations
Prior experience performing high volume customer service-related work
Drive to collaborate to achieve common goals; problem-solver; detail-oriented; support-driven; capacity to work independently on multiple projects at a time
Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
Possess a positive, caring, respectful attitude
First-Aid and CPR certification

Equal Opportunity Employer

Union Arts Center is an equity opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, creed, sex, age, national origin, military and/or veteran status, disability, sexual orientation, gender identity or expression, neurodiversity, education, socio-economic status, cultural affiliation, language, marital or family status, genetic information, political ideology, actual or perceived status as a victim of domestic violence, sexual assault, or stalking or any other status or condition protected by the applicable federal, state, or local laws or other characteristics prohibited by law.