



Position Title: Front of House Supervisor

Department: Luminary Arts Center

Reports to: Luminary Arts Center Assistant Director

Classification: Part-Time, Variable, Primarily Nights & Weekends, on average 10-20 hours / week

Salary Range: \$24/hour

Work Location: In-Person. This position requires on-site, in-person work and is not eligible for remote work.

SUMMARY

The Front of House Supervisor (FOH Supervisor) is a part-time position providing excellent customer service to all Luminary Arts Center patrons by creating a welcoming environment, setting up concessions, handling money (cash counting and tracking), supervising patrons in the building, assisting FOH Associates with nightly tasks, readying volunteer ushers, working with our renter's admin staff that are present, keeping tabs with box office in case there are any last minute changes with certain patrons or issues, as well as coordinating with tech crew to open and close the theater. A FOH Supervisor will possess excellent customer service ability, and knowledge of current Luminary Arts Center performances and concessions offerings, and the ability to adapt and remain calm in the presence of work issues or emergencies. The FOH Supervisor works primarily on weekends and evenings when performances take place.

RESPONSIBILITIES

Include but are not limited to:

- Serve as on-site manager for Luminary Arts Center Front of House operations during all performances and events
- Maintain a positive work relationship across Minnesota Opera and with outside clients, renters, vendors, and patrons
- Provide clear and accurate information to patrons regarding policies, parking, current performances, and concessions offerings.
- Serve as an MN Opera ambassador by facilitating patron needs and assisting them both in and out of the theater when needed.
- Field customer service issues, record feedback, and communicate pertinent information to managers.
- In collaboration with the LAC Asst Director, manage concessions operations including restocking of products, daily reconciliation, inventory tracking and menu selection.
- Ensure that concessions employees and facilities meet and exceed standards for Health and Liquor Licensing codes
- Supervise and train volunteer ushers
- Contribute to team projects by completing related tasks as needed.
- Unlock, lock and manage building alarms at beginning and end of shifts.
- Take the lead in addressing customer service and audience safety situations
- Ensure that all Front of House/Public spaces are safe, clean, and ready for LAC patrons



Inclusion, Diversity, Equity & Access

- Attend all company wide and Luminary IDEA training workshops, as schedule allows
- Support MNOP's ongoing work in developing and pursuing anti-racist and anti-oppressive practices

General

- Approach and carry out all duties with a positive attitude and an aim towards productive problem-solving
- Represent MNOP and build positive relationships on its behalf at the LAC and across the profession as appropriate
- Follow procedures and policies of MNOP as written in the employee handbook
- Maintain complete knowledge of MNOP's Safety, Health and Emergency Action Handbook, including procedures for accidents and injuries

WORK CONDITIONS:

- This position will be required to work frequent evenings and weekends and requires flexibility in scheduling.
- Must be over 21 years of age
- Must be able to move throughout the LAC comfortably and frequently including between floors – this role is not able to work at a desk.
- Must be able to lift 40 lbs
- Must be able to regularly position self to pick up objects from floor, retrieve items from lower shelf and bring to counter height and similar movements.
- Must have reliable transportation to the LAC
- This position is required to be in-person at the LAC on a regular basis.
- Must have CPR/AED and First Aid Certification. MN Opera will provide training for those who do not already possess this certification.
- Must be certified to sell and handle alcohol. MN Opera will provide training for those who do not already possess this certification.

THIS POSITION IS A GOOD FIT FOR SOMEONE WHO HAS:

- Exemplary customer service and sales ability (required).
- Enthusiasm for and commitment to Minnesota Opera's antiracist, anti-oppressive mission
- Engaging personality – good work ethic, high standards, discretion, maturity, and composure.
- Knowledge of handling orders through Square (preferred).
- Front of house, service, hospitality, or retail experience (preferred).
- Strong communication, quantitative, and organization skills.
- Ability to stay calm in high pressure or emergency situations

MINNESOTA OPERA IS WILLING TO TEACH:

- Policies and procedures specific to Luminary Arts Center and MN Opera
- Square sales system
- Alcohol serving and food handling procedures



How to apply:

Please go to <https://mnopera.org/about/jobs/> and click the red box labeled "Learn More" under the job summary. From there you will be asked to fill out a confidential Self ID Survey and upload your resume and cover letter. Individual Self ID information will go directly to and be seen only by Jen Thill, HR Director; application materials will be sent to Victoria Pollock, Luminary Arts Center Assistant Director.

Minnesota Opera
Attn: Victoria Pollock, Luminary Arts Center – Asst Director
620 N. First Street Minneapolis, MN 55401

Applications will be reviewed on a rolling basis and the positions will be open until filled.