



COLLEYVILLE HERITAGE HIGH SCHOOL THEATRE BOOSTER CLUB
VOLUNTEER POSITION DESCRIPTION

Front-of-House Coordinator

Revised for 2019/2020

The Front-of-House Coordinator is responsible for coordinating the Volunteer House Manager program and ensures that each performance has a trained Volunteer House Manager on duty. The Front-of-House Coordinator oversees the recruitment, training scheduling and supervision of Volunteer Front-of-House Managers.

The Volunteer House Manager position is responsible for overseeing the ticketing, concessions and ticket taking/ushering functions for each performance. The Volunteer House Manager ensures that each area is properly staffed and serves as a resource to other volunteers. The Volunteer House Manager responds to issues and complaints and is responsible for general safety and security. The Volunteer House Manager verifies ticket office and concession receipts and is responsible for securely depositing the receipts following a performance.

The Front-of-House Coordinator reports to the Treasurer.

Essential Functions

- Oversee all areas pertaining to the Volunteer House Manager Program
- Recruit volunteers to serve as Volunteer House Manager for each performance
- Train Volunteer House Managers on Front-of-House procedures (including ticketing and concession operations, ticket taking, ushering and general safety and security)
- Supervise Volunteer House Managers and ensure that front-of-house procedures are being followed
- Schedule Volunteer House Managers to work performances

Talents Needed for Success

- Advance organization skills and attention to detail
- Familiarity with inventory and cash handling controls
- Ability to manage volunteers to successful outcomes
- Familiarity with basic safety and security principles

Programs

- Volunteer House Manager program