

OJAI MUSIC FESTIVAL

ASSOCIATE FRONT OF HOUSE MANAGER

ABOUT THE OJAI MUSIC FESTIVAL:

Internationally regarded as one of the most influential annual classical music events, the Ojai Music Festival (OMF) has long served as a creative laboratory for artists, composers, and audiences alike to explore new and unfamiliar repertoire. The four-day Ojai Festival uniquely combines the intimate setting of Ojai with artists performing innovative programs over a focused weekend to create a “one-of-a-kind” festival. The festival is committed to establishing financial and organizational stability to ensure a vibrant future and does so by fostering a positive and dynamic culture among the performers, artistic staff, administrative staff, audience, and the Ojai community. In addition, the Festival’s BRAVO education program actively teaches area youth about music and how it relates to other core curriculum subjects.

ABOUT THE POSITION:

The Associate Front of House Manager assists the Front of House Manager with front of house operations for the Ojai Music Festival’s venues – Libbey Bowl and other off-site venues. The position reports to the Front of House Manager and works with a team of Festival staff, volunteers, and community officials to implement policies and procedures that ensure a welcoming, safe, secure, accommodating, and memorable audience experience in multiple venues.

Essential Responsibilities:

- Provide the highest standards of hospitality and customer service to ensure enjoyable and memorable experiences for Ojai Music Festival patrons and guests
- Participate in meetings and discussions related to planning and improving the overall Festival experience
- Contribute to the content and production of the Ojai Music Festival’s emergency preparedness materials
- Work closely with the Ojai Operations Manager to ensure patron safety and security at each assigned concert/event
- Assist the Front of House Manager with emergency response training and drills with Festival staff and volunteers
- Identify potential venue and service concerns pertaining for each scheduled concert/event. In consultation with the Front of House Manager, determine appropriate measures to prevent and resolve problems
- Assist the Front of House Manager and Head Usher with concert and event staffing assignments
- Contribute to the content and production of the *Ojai Music Festival Volunteer Usher Packet*, front of house policies and procedures, best-practice customer service guidelines
- Assist the Front of House Manager and Head Ushers with the development of the agenda and content for front of house volunteer orientation sessions
- Assist with the preparation of pre-concert/event usher meeting scripts for each scheduled concert and events
- Assist with the development and review of Festival event sheets
- Assist the Operations Manager in the development of front of house signage package

Festival Responsibilities:

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- Follow *Ojai Music Festival Venue Procedures for the Associate House Manager*
- Perform walk-through of assigned venue to verify that the admission gates, audience access routes, and seating areas are ready for audience use and arrival
- Conduct pre-concert/event usher meetings as assigned
- Make Head Usher assignments and manage Head Ushers during assigned performances, assisting as needed and resolving patron conflicts as they are referred.
- Work with Box Office Manager to review audience member needs and potential trouble spots.
- Resolve ticketing disputes and work with Box Office Manager to take appropriate steps to resolve the situation
- Communicate with the Stage Manager about releasing the house, delayed concert start times, and late seating needs at assigned concerts. Accommodate any requests for clear seats/aisles from the Stage Manager or Festival Producer
- Manage the ringing of concert bells in the absence of the Front of House Manager
- Fulfill role in emergency response procedures
- Provide Front of House reports following assigned performances or as requested by the Front of House Manager
- Act as Head Usher at OMF events occurring outside the Libbey Bowl as need
- Provide Festival debrief content as requested by the Managing Director

Skills, Knowledge and Abilities:

- Passion for delivering exceptional customer service, and proven ability to provide outstanding customer service standards which exceed customer's expectations
- 2- 5 years experience with front of house management and event planning in venues with knowledge of crowd management and audience safety
- Experience with working with volunteers
- Strong leadership and staff/volunteer relationship skills with demonstrated ability to train, motivate, inspire, and develop staff while fostering a team environment
- Ability to work in a culturally diverse environment and demonstrate sensitivity to various constituent interests
- Knowledge of the Americans with Disabilities Act (ADA) as it applies to citizens using performing arts venues
- Hold current certifications in FirstAid/CPR/AED use
- Ability to meet deadlines and produce and maintain organized records
- Must demonstrate strong written and verbal communication skills
- Ability to resolve issues/conflicts independently or with guidance from supervisors
- Exhibit proficient use of computers, essential Microsoft products, handheld electronic devices, and databases used by OMF
- Ability to communicate via radio with team
- Meet Covid compliance requirements as established by the Ojai Music Festival
- Ability to lift 20 pounds

Working Conditions:

- Weekdays and weekends during four-day Festival (June 8-11, 2023)
- Outdoor environment with unpredictable weather conditions
- Standing for long periods and working in uneven terrain
- Performing arts environment in multiple venues

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Status: Seasonal temporary non-exempt position. Compensation between \$18 to \$22/hour based on experience.

Reports to: Front of House Manager; works closely with Managing Director, Operations Manager, Head Ushers, Development Director, Box Office

PHYSICAL REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and meet the physical and work environment demands of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually medium to high.

This Job Description is to be used as a guide for accomplishing organizational objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.

Equal Employment Opportunity

All qualified applicants will receive consideration for employment without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or any other factors prohibited by law.