



Lobby Manager

Hourly Pay: \$20.95/hr

Status: Part-Time, Non-Exempt

About ACT

ACT is where artistic ambition and civic engagement unite. We envision a world where the power of theatre expands our collective understanding of community and our own humanity. Over the last 55 years, ACT has supported these voices as they sharpen and grow and has honed its mission around nurturing the theatre makers of the next generation.

As the voice of the Pacific Northwest, our commitment to New Works by local playwrights brings Seattle's voice beyond our stages, and into the national conversation. ACT is dedicated to producing bold, relevant, works on contemporary themes that spark an authentic curiosity about the human condition to deliver groundbreaking work.

ACT strives to be a meaningful place to work. We take pride in our accomplishments and recognize our work is dependent upon our highly skilled colleagues and dynamic work teams. We want our art to be joyful and our work to have a spirit of adventure. It is our belief that thoughtful guardrails bolster an environment where we can all be brave and buoyant together. We work hard at building strong and productive relationships and use respectful communication and feedback to maintain them at the highest level. Taking great care to ensure and promote the safety and the wellbeing of our employees, our community, and the environment, we strive to always bring your best self, and to honor the best in others.

About the Role

Do you have a passion for customer service? Do you have a strong desire to work with the public and are comfortable as a leader? ACT's patron-focused, impact-driven Front of House team is looking for Lobby Managers!

The Lobby Manager works collaboratively with the House Manager, Box Office, production, volunteer ushers, other Front of House personnel, and administration to ensure the comfort and safety of our patrons. The Lobby Manager oversees ingress and egress, ticket taking and scanning, and assists with patron seating. The Lobby Manager will assist in welcoming the public to the theatre, and overseeing their safety and well-being before, during, and after the show. They will answer questions, listen to patrons' compliments and concerns, and make all audience members feel welcome.

As one of the primary patron-facing employees of ACT, they must execute their role with care, creativity, authenticity, and good judgement. This role actively participates in helping achieve all goals related to Equity, Diversity, Inclusion, Accessibility, and Belonging.

Benefits include access to \$5 downtown parking, Seattle Paid Sick & Safe Time, and complimentary tickets to ACT productions.

Responsibilities Include (But Are Not Limited To):

- Ensure excellent customer service delivery from all front-of-house staff, 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 house is 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
- Maintaining awareness of all people entering and exiting the building
- Assist with program distribution and stuffing needs, including inventory, archiving, and recycling
- 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, bringing all concerns as appropriate to the House Manager
- Establish a strong working knowledge of ADA guidelines and 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)
- Be knowledgeable about ACT mission, values, current productions, season, and upcoming programs
- Create a welcoming, inclusive, and collaborative atmosphere through honest, clear communication with patrons, staff, and teammates
- Participate in intentional learning efforts, including events relating to understanding institutional racism, building cultural competency, and exhibiting a commitment to Equity, Diversity, Inclusion, Accessibility, and Belonging
- Assist with full building lock-up at event end

About You

- Strong interpersonal, written, and verbal communication skills and ability to work under pressure
- Strong desire to work with the public and serve as a leader in all interactions with staff, volunteers, and patrons
- Commitment to upholding an inclusive environment that is welcoming and accessible to all
- 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
- Sound judgement, ability to 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
- Possess a positive, caring, respectful attitude
- First-Aid and CPR certification a plus
- Experiences working in a performing arts environment or with emergency management are appreciated, but not necessary

Equity and Inclusion

ACT 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.



Physical Skills/Work Environment

While performing the duties of this job, the employee is regularly required to walk and stand for extended periods of time. Strong written command of the English language with the ability to be understood; ability to use a wireless radio; capable of lifting 25 pounds unassisted.

Work environment includes a variety of environments typical in a theatrical environment, administrative office spaces, and public spaces.

To Apply

Please email your resume with "Lobby Manager" in the subject line to work@acttheatre.org