

Box Office and Front-of-House Manager

Overview

The Box Office and Front of House (FOH) Manager oversees ticketing operations and the guest experience for HTI-produced events. This role ensures smooth front-of-house logistics while coordinating volunteers to support audience services. While not required to attend every performance, the FOH Manager is responsible for ensuring coverage and smooth operations at all times.

Duties and Responsibilities

- Maintain and manage HTI's online ticketing system, including show setup, pricing, and promotions
- Respond to phone and email inquiries related to ticketing in a timely, professional manner
- Maintain regular box office hours, with potential for increase during peak times (i.e., in the lead-up to and during HTI's main season shows)
- Maintain accurate sales and attendance records for all HTI-produced events
- Be present at HTI events to sell tickets and handle ticket-related issues or arrange for a trained volunteer or designate to be present in your place
- Balance and reconcile ticketing revenue at the end of each pay-at-the-door event
- Ensure all in-house events are adequately staffed with trained ushers who understand how to check guests in, direct patrons to their seats, and assist with audience needs
- Train FOH volunteers as needed and provide guidance on customer service best practices
- Provide basic accessibility and patron services support, or escalate concerns to the Board
- Produce monthly reports for the Board of Directors

Time Commitment

- Estimated 1–3 hours per week, with slightly more during show runs; presence at shows optional if coverage is arranged.

Accountability and Support

HTI's volunteer roles are designed to support the theatre's operations without overburdening any one person. Each role is responsible for ensuring the duties are completed—not necessarily by doing everything personally, but by recruiting volunteers or hiring paid support as needed (with Board approval). Volunteers are encouraged to take ownership of their role while maintaining a strong work-life balance. If unable to attend a scheduled event or fulfill a task, volunteers must arrange suitable coverage in advance.