



Front of House Associate Job Description

Aurora Theatre & Lawrenceville Arts Center seeks a dynamic and entrepreneurial Part-Time Front of House Associate to actively support the Patron Services Department.

Aurora Theatre is the 2nd largest professional theatre in the state of Georgia, located in Gwinnett County with an operating budget of \$4.5 million, producing 800+ events for more than 80,000 visitors each season. Lawrenceville Arts Center (LAC), a brand-new premier arts and culture venue located in historic downtown Lawrenceville GA, is set to open November 2021. With 5 distinct spaces (and endless funky alcoves) LAC is a community gathering place for performances, conventions, corporate meetings and celebrations. LAC is sure to be a destination location for not only Gwinnett County and Georgia, but the entire Southeast region!

REQUIREMENTS: Candidate should have outstanding customer relations, communication, and problem-solving skills in a fast-paced environment. Able to clearly articulate Aurora's goals, mission, and policies. Flexible hours, nights and weekends will be required. Deal efficiently with seating requirements and work effectively under pressure to ensure all patrons are seated in a courteous and friendly manner before showtime. Knowledge of Microsoft Office, Tessitura and VenueOps (or other similar booking software), and Clover POS system a plus. Would prefer candidate be bilingual.

WORKING HOURS: This is a part-time position with 10 to 30 hours per show week average. Flexible hours include mainly evenings and weekends with some daytime. The Aurora Theatre is typically closed on Mondays except for special circumstances and events.

COMPENSATION: \$10.00 to \$13.00/hr
Compensation is commensurate with experience.

REPORTS TO: Front of House Manager

Primary Roles & Responsibilities

- Greet patron walkups in a timely manner and provide quality customer service
- Distribute Will Call tickets for events
- Sell tickets with knowledge and confidence
- Manage nightly inventory checks and sell tickets at Will Call
- Process and print nightly Box Office report
- Obtain a City of Lawrenceville Pouring License (paid for by Aurora Theatre) to be able to work bar/concessions area
- Keep the lobby and Box Office area clean
- Work with volunteer ushers and interns

CULTURE

Lawrenceville Arts Center is an inclusive art space where you will be part of a thriving cultural scene (music, theatre, dance, & visual arts). Join a creative culture that operates under "Group Speak" (all voices welcomed). We value equity in the workplace, and we fight for civic, corporate and cultural understanding. Plus, we have a lot of fun!!!

To best demonstrate Aurora's commitment to inclusion, diversity, equity, access, and excellence in our workspace, we encourage ALL qualified applicants to apply. Aurora is an equal opportunity employer.

- Successful applicants must be able to pass a background check.
- Successful applicants must be fully vaccinated for Covid-19 and a negative Covid-19 test will be required before first day of work.

TO APPLY: Please send resume and cover letter, including names and phone numbers of 3 references, to hiring@auroratheatre.com:

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