



**CMT San Jose
Box Office Attendant/
Front of House Manager**

To apply send Resume and Cover Letter to Ryan@cmtsji.org

POSITION SUMMARY

The Primary focus for this position is Front of House management with Box Office experience. The ideal candidate would have experience in the Box Office or a willingness to learn sales/protocols when needed.

The Box Office attendant is responsible for ensuring that all patrons have easy access to the theater by providing them their tickets and/or running transactions at the window. The Box Office attendant is expected to handle high volume requests with attention to detail, multitasking and keeping composure.

The Front of House Manager is responsible for smooth operation of theater patrons at the Montgomery Theater on behalf of CMT. They not only welcome patrons upon arrival, but also oversee their safety and well-being before, during and after the show. The Front of House Manager is expected to represent CMT by offering the highest level of excellence, inclusivity, and respect for all patrons, staff, and volunteers.

This part-time salaried position is responsible for box office duties/house management throughout 11-production season. All performances take place at the Montgomery Theater in downtown San Jose. This position reports to the Box Office manager and is required to report to the theater 90 minutes before show time. The duration of each shift will vary, depending on the length of the performance. It is the FOH Manager's duty to remain at the theater until the lobby has cleared, following the show.

JOB REQUIREMENTS & RESPONSIBILITIES

Front Of House:

- Provide excellent customer service to all theater patrons
- Work with CMT Box Office manager(s), and Team San Jose staff to ensure smooth, calm, and timely entry and exit for all performances
- Train and supervise volunteer ushers who check vaccine status, scan tickets, and seat patrons
- Manage and communicate to volunteers prior to shows
- Communicate with theater staff and stage manager regarding timing of patrons and start of show
- Ensure that all ushers have supplies needed to complete their jobs successfully
- Resolve conflicts with any patron issues
- Maintain the appearance of the lobby and all public areas; communicate with maintenance as necessary
- Provide leadership in emergencies, including fire alarm and incident weather warnings
- Facilitate successful re-entry to theater after intermission
- Coordinate distribution of performance programs (as needed)
- Prepare incident reports as needed
- Work to ensure all house management needs are met
- Set up lobby displays prior to each production run
- Knowledge of ADA compliance standards
- Knowledge of Montgomery Theatre/Team San Jose guidelines and standards
- Knowledge of Covid mandates/policies as given by the City, Count, and/or Team San Jose

Box Office:

- Setting up the box office
- Preparing will call
- Handling last minute requests
- Setting up ADA seating
- Printing/running reports
- Tracking audience attendance
- Cash handling/sales
- Prioritizing house holds
- Working with the FOH Manager for any situations

REQUIRED SKILLS

- People person with welcoming, positive demeanor
- Strong communication skills to ensure ushers are trained appropriately and theater staff stay informed
- Ability to manage time and facilitate large groups of people
- Confident in communicating to theater patrons, should a conflict arise

ABOUT CMT SAN JOSE

Now in its 56th season, CMT is the longest thriving arts organization in San Jose. One of the largest youth theater companies in the country, CMT casts all who wish to participate and is led by its guiding principles of inclusivity and excellence. Each year, CMT produces 11 full-scale Broadway style theater productions at the Montgomery Theater in downtown San Jose, all featuring youth. Its robust arts education program offers classes and training programs, along with summer camp for children ages 4 - 20. CMT operates out of a new Creative Arts Center, which opened in May 2021. The CAC houses 5 state-of-the-art rehearsal studios, full-scale set and costume shop, and administrative offices.

Diversity, Equity, Inclusion & Belonging Statement:

CMT's commitment to producing theater opportunities through an equitable lens is a natural extension of our artistic vision, built on inclusivity and excellence. CMT leadership along with an active committee of alumni, parent volunteers, and board members are committed to strengthening our efforts towards Equity, Diversity, Inclusion and Belonging. Together, we have developed new guiding principles, which serve as a road map to strengthen our commitment to eliminate racial bias within our organization and do our part to impact our community through equality and systemic change.

CMT is an equal opportunity employer and encourages all genders, race, and ethnicities to apply. Email cover letter and resume to ryan@cmts.org