



**Position Title:** Front of House Associate

**Reports To:** Audience Services Manager

**Status:** Part-time, 4-16 hours a month, flexible schedule

**Schedule:** Weekend afternoon and evening shifts, flexible scheduling

**Hours:** Minimum 1 shift per month, average 4 hours per shift

**Position Summary:**

The Cowles Center Front of House Associate's primary responsibility is to ensure patrons at The Cowles Center have a positive, enriching experience in our facilities. The ideal candidate has a passion for the arts and is ready to work to ensure that all guests receive exceptional customer service. They will be able to work independently while managing volunteers, and able to handle issues as they arise.

Front of House Associates work as a representative of The Cowles Center for Dance & the Performing Arts by creating a welcoming environment for patrons as they visit. They will get to know the spaces and policies well so as to provide excellent customer service. They will manage a team of volunteer ushers and enable volunteers to do their job well. This position serves as an ambassador for The Cowles Center and our performing companies by sharing information about productions, answering questions, and directing additional inquiries or concerns to the appropriate person or department within the organization.

**Primary Responsibilities:**

- Maintain a positive image of The Cowles Center through contact with guests and patrons
- Maintain a knowledge of approved theatre strategies and policies to ensure the highest level of customer service and safety
- Manage volunteers by overseeing a team of volunteer ushers each shift
- Communicate the current season articulately and enthusiastically
- Work with fellow staff to practice creative problem solving as it relates to the patron experience

- Perform other duties and responsibilities as required or assigned

**Qualifications:**

- High school diploma or equivalent preferred
- Strong communication skills
- Experience managing people
- Experience providing excellent customer service
- Ability to carry, lift, bend, and be on feet for a couple hours at a time
- Ability to work flexible schedule

**Preferred Skills:**

- Experience in customer service
- Experience interacting with people
- Management experience
- Knowledge of Cowles productions and programs
- Enthusiasm and passion for the arts, especially dance

**About The Cowles Center:**

The Cowles Center for Dance & the Performing Arts serves as the Twin Cities' flagship for dance, presenting a wide array of productions each season in the Goodale Theater in the heart of Downtown Minneapolis. The Center's campus includes performance spaces, education studios and administrative offices for more than 20 arts and nonprofit organizations – making it a dynamic and vibrant hub for the Twin Cities' performing arts community and a place where dance can grow and thrive.

**To Apply: Email resume and cover letter to [jobs@thecowlescenter.org](mailto:jobs@thecowlescenter.org). No phone calls please.**

*The Cowles Center for Dance & The Performing Arts is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of any status or condition protected by applicable federal or state laws.*