



## **2018 East Coast Music Awards: Festival & Conference**

### **Front of House Manager Job Description**

**Term of Contract:** March 5 – May 11, 2018

**Reporting to:** Event Operations Manager

**Time Commitment:** P/T leading up to the event. The week of the Festival requires working long days, including evenings and weekends May 2 - 6, 2018.

**Job Description:** The Front of House (FOH) Venue Coordinator is responsible for managing Front of House operations for all 2018 East Coast Music Awards Showcasing venues, including on-site ticketing and tracking attendance (scanning).

**Fee:** \$1,500

#### **Responsibilities:**

- Work with Box Office Manager, Finance and Operations Manager to establish and document venues procedures and practices for on-site ticket sales.
- Coordinate and deliver training for ECMA venue Managers ensuring they have a full understanding of all ECMA procedures and protocols.
- Learn the Ticketpro scanning system and work alongside Ticketpro/Venue Managers to train and support volunteers during the event, as well as create scanning reports.
- Manage ECMA Volunteers on-site at ECMA venues in roles including venue managers, cashiers, ticket takers, and scanners.
- Work with the Financial Controller/Box Office Manager to implement systems for cash delivery, management, and retrieval for all ECMA venues throughout the festival.
- Ensure smooth operations of door admittance at all ECMA venues, troubleshooting admission issues and working with venues to oversee and managing venue capacities.
- Track attendance at all events, both ticketed and free.
- Direct support to the Operations Manager/Venues Manager in areas including, but not limited to communication with venue owners, venue coordination, volunteer management, and assistance with day-to-day venue operations.
- Post event prepare final report with recommendations, identifying best practices and include Front of House policies and procedures guide, and attendance statistics based on scanning data.



Qualifications:

- Experience with Front of House operations and venue management
- Previous experience in sponsor activation and event logistics.
- Be reliable, hard-working, conscientious and a team player with a positive attitude.
- Proven interpersonal and leadership skills, experience with volunteer-run organizations, work well independently and with others.
- Be creative, resourceful, flexible, and take initiative.
- Have excellent communication skills, both verbal and written.
- Specific experience with, or knowledge of, the regional music scene, and multi-event operations.

Requirements:

- Applicants must be able to work from home.
- Must be willing to work flexible hours including evenings and weekends, particularly during the East Coast Music Awards event, May 2 - 6, 2018.

To Apply:

Interested individuals can apply by submitting a resume and cover letter to the following email address: [jobs@ecma.com](mailto:jobs@ecma.com). **Only individuals chosen for interviews will be contacted.**