

CAL SHAKES

CALIFORNIA SHAKESPEARE THEATER

Position Description

**Front of House Associate (House Associate)
Part-time, Seasonal, Non-Exempt position**

Position Overview

Under the direction of the House Manager, Front of House Associates (House Associates) are responsible for the efficient operation of all Front of House activities and audience comfort and safety at our 545-seat outdoor venue. House Associates staff rental events, Cal Shakes productions (including Student Matinees) in all areas of the front of house experience. House Associates welcome patrons to the Bruns, assist patrons by answering questions, helping patrons to their seats, working in our cafe, and perform other duties requested by the HM. House Associates provide an inclusive and positive environment and stellar customer service to all of our guests at the Bruns.

This is a great opportunity for students interested in a first hand experience working at a professional theater company. It is also suited for candidates with a strong commitment to customer service and experience in theater house management, special events management, catering, bartending, or hotel hospitality services.

As a member of the Cal Shakes staff, you'll receive complimentary tickets to our productions. You'll also have the opportunity to engage in company dialogues about the art we create and the communities we touch

Duties & Responsibilities

- Serve as an usher, ticket taker, cafe associate for events
- Maintain and enforce policies and procedures for audiences.
- Communicate with patrons and artists in a positive and professional manner.
- Provide a joyful and positive experience for every guest who joins us.
- Execute other duties as assigned.

Qualifications

You are an ideal candidate if you:

- Share a respect for diversity of backgrounds and voices.
- Have solid team playing skills and the ability to adapt
- Can think on your feet and problem-solve in a calm, professional manner.
- Exercise good judgment and give appropriate consideration to others when working with the public
- Are comfortable working outside with an unpredictable climate
- Dependably can work week nights; preference will be given to applicants who can work through late October, including Student Matinee staffing.

Special Environmental Factors

- Position requires night and weekend hours at our outdoor Amphitheater in Orinda.
- At the Bruns Amphitheater: extended standing, walking on uneven ground (hills, gravel, and rocks), working outdoors with no effective protection from weather for extended periods of time.
- The Bruns Amphitheater is most accessible by car. It is preferable that the employee have access to and operate a car in order to work at the Amphitheater, but Cal Shakes may be able to accommodate alternatives

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Position Details

- Time Commitment: 15-25 hours per week, with possible additional hours during the season. Night and weekend schedule required.
- Duration: Part-time, seasonal position (May through October)
- Reports to: House Manager
- **Salary: \$17/hour**
- Vaccination Policy: Cal Shakes is a fully vaccinated workplace. Full vaccination, including up to date booster dose(s), is required of all employees with accommodations made for sincerely held religious beliefs and medical exemptions.

To apply: Email your cover letter and resume to info@calshakes.org with “2022 House Associate application” in the subject line.

The Organization

Description: With an outdoor main stage performance venue in Orinda and community programs throughout the Bay Area, Cal Shakes expands access to and relevance of the arts by fostering a participatory culture among a diversity of audiences, artists, and learners throughout the Bay Area. California Shakespeare Theater has an inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups in our community to apply.

Mission: Cal Shakes redefines the classical theater for the 21st Century, making works of extraordinary artistry that engage with our contemporary moment so we might learn about ourselves and each other in the fullness of our world.

Equity, Diversity, and Inclusion Statement: At Cal Shakes, we believe that equity is a practice. Our actions--both onstage and off--can have a positive social impact by exposing oppression, addressing historic injustices, and showing how power can be transformed and shared in different ways. We endeavor to dismantle systemic bias by actively including, reflecting, and creating opportunities for our diverse Bay Area communities. We recognize that this work is ongoing and often imperfect, but we are committed to facilitating respect for the many facets of the human experience.

California Shakespeare Theater is an equal opportunity employer. We have an inclusive work environment and actively embrace a diversity of people, ideas, talents and experiences. People of color are encouraged to apply.

For more information about Cal Shakes, please visit our website at <http://www.calshakes.org>

Thank you for your interest in joining the team at Cal Shakes!