



MERCYHURST

UNIVERSITY

501 East 38th Street
Erie, PA 16546

814-824-2000
800-825-1926

mercyhurst.edu

Front-of-House Manager

Location: Erie

Department: Mercyhurst Institute for Arts & Culture/Conference & Events

Reports To: Mercyhurst Institute for Arts & Culture/Conference & Events

Full/ Part Time: Full Time

Classification: Staff

Closes: Open until filled

DUTIES AND RESPONSIBILITIES:

- House manage all MIAC Live performances; theatre, dance, and music events; lectures; panel discussions; films; recitals; award ceremonies; commencements; rentals; and other events as needed.
- Supervise undergraduate front-of-house staff.
 - Ensure that all events are adequately staffed.
 - Provide training both at the induction stage and on an ongoing basis to ensure standards are maintained.
 - Make sure that all staff is fully trained in handling patron questions and concerns.
 - Document all incidents – tardiness, failure to report to work, behavioral issues, competencies, etc. – and share concerns with the appropriate supervisor.
- Assist with the daily operations of Conference & Events by gathering information and preparing confidential reports; assisting with event scheduling; performing a variety of bookkeeping functions related to budget development and monitoring, account reconciliation and purchasing; greeting visitors and relaying messages; analyzing department practices and preparing recommendations to create new systems or revise established procedures; etc.
- Assist the Advancement office in grant writing and fundraising
 - Ensure sponsors receive deliverables, including complimentary tickets, acknowledgement in press releases and curtain speeches, advertisements in the playbill, etc.
 - Write grants and final reports for ECGRA, Erie Arts & Culture, the Mid-Atlantic Arts Council, the Jazz Touring Network, and others as needed.
- Facilitate community outreach programming.
 - Liaise with community partners to schedule activities.
 - Gather appropriate materials and personnel for residency activities.

- Accompany artists to all residency locations and assist with set up and tear down.
- Perform other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree preferred; high school diploma required
- Proficiency with Microsoft Office, including Word and Excel, and other Windows applications
- Ability to work independently and to manage, train, and motivate others
- Excellent verbal and written communication and documentation skills required
- Ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment
- Ability to present a positive public image
- Ability to handle customer comments and concerns in an appropriate manner

SUPERVISION RECEIVED:

Works under the direct supervision of the director of the Mercyhurst Institute for Arts & Culture(MIAC) and the director of Conference & Events (C&E).

SUPERVISION EXERCISED:

Supervises the activities of approximately 20 undergraduate work study employees.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

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Candidates must be currently eligible to work in the United States.