



FRONT-OF-HOUSE LEAD JOB DESCRIPTION

Department: Patron and Event Experience

FLSA Status: Non-exempt

Work Location: Onsite

FT/PT: Part-Time (10-15 hours/week)

Last Revision Date: August 16, 2022

The Organization: The Detroit Symphony Orchestra (DSO) is known internationally for trailblazing performances, collaborations with the world's foremost musical artists, and a deep commitment to serving our community. Making its home in historic Orchestra Hall at the Max M. and Marjorie S. Fisher Music Center, the DSO actively pursues its vision to be an inclusive and culturally relevant community where all people can experience their world through music.

The DSO is a complex organization. Operating 365 days per year in historic Orchestra Hall, one of America's most acoustically perfect concert halls, we are a performing arts institution, an educational facility, and a community center. We are governed by an independent Board of Directors and employ both union and non-union employees as musicians, stage crew, and administrative staff. Creating a unified culture throughout the institution is an organizational imperative, and we are guided by our values of *excellence, diversity, resilience, collaboration, and innovation*.

The DSO's commitment to diversity, equity, and inclusion is paramount to who we are; we work to create an environment where all employees are seen, valued, and supported to enable their best every day. This is essential as we pursue our mission to impact lives through unforgettable musical experiences by sustaining a world class orchestra for the city of Detroit and the global community.

The DSO offers a unique, fast-paced working environment, an excellent overall compensation package, and is an Equal Opportunity Employer. For more information visit www.dso.org.

Position Summary: The FOH Lead (Front-of-House Lead) provides and guarantees a high standard of safety and customer service to help ensure that all patrons attending a concert or event at the Max M. & Marjorie S. Fisher Music Center feel welcome and is treated with dignity and respect by all. Responsible for managing DSO volunteers and supervisors while overseeing house operations during concerts and events.

Specific Duties and Responsibilities:

Patron and Staff Safety

- Have a thorough knowledge of all front of house policies and procedures and emergency preparedness plan – execute as needed
- Provide exemplary customer service to all patrons attending events at the Max M. & Marjorie S. Fisher Music Center, in addition to Neighborhood and Chamber Recital venues
- Work as part of a team responsible for the safety and operation of the Max M. & Marjorie S. Fisher Music Center

Event Management

- Provide outstanding leadership for FOH team, as well as open connections to other DSO staff and operations during concerts & events
- Manage DSO Ambassadors (staff usher supervisors and volunteer ushers) and interns
- Ensure that the usher staffing is placed appropriately for specific event needs
- Work with DSO artistic, operations, security and maintenance staff to ensure smooth operation of Front of House for DSO events in all Max M. & Marjorie S. Fisher Music Center venues and neighborhood venues
- Report event details, incidents, and necessary follow-up to appropriate DSO staff
- Thank every supervisor and volunteer at every concert/event

Financial and Administration

- Maintain effective and regular communication with the Manager of Volunteer and Patron Experience
- Implement volunteer recognition efforts as planned before/during concert staffing
- Have familiarity with the ADA (Americans with Disabilities Act) requirements and other federal, state and local laws and regulations for concert venues
- Ensure that all DSO concerts and events at the Max M. & Marjorie S. Fisher Music Center comply with these regulations

Required Qualifications:

- Exhibit a professional, positive and friendly attitude always
- Strong leader, motivating and inspiring usher staff to perform to the best of its abilities
- Organizational skills and ability to manage multiple projects simultaneously
- Willingness and availability to work non-traditional hours including nights and weekends
- Ability to act independently, take initiative, and meet changing priorities
- Strong diplomacy skills, ability to diffuse difficult or confronting situations
- Successful experience working in, and contributing to, a collaborative, team environment

Desired Qualifications:

- Experience working with volunteer staffing
- Demonstrated experience and investment in issues of diversity, equity, and inclusion
- Appreciation for and curiosity about multiple genres of music

Physical Requirements:

- Stand for extended periods of time with movement (multiple levels, stairs and elevators)
- Lift 30 lbs

Primary Reporting Responsibility:

- Manager of Volunteer & Patron Experience

Supervision Provided:

- Usher supervisors
- Volunteer ushers

The DSO recommends that all employees be vaccinated and boosted. For unvaccinated employees, testing and mask protocols apply for onsite work.

