

**Position Announcement:  
THE GENESEE THEATRE**

**WAUKEGAN, IL**

**POSITION:** Front of House Supervisor  
**DEPARTMENT:** Operations  
**REPORTS TO:** Patron Services Manager  
**FLSA STATUS:** Part Time Temporary/Hourly Wage

**SUMMARY:**

The Genesee Theatre has an excellent and immediate opening for a Front of House Supervisor at the Genesee Theatre in Waukegan, IL. The Front of House Supervisor is responsible for overseeing all public areas of the theatre, including the lobbies, lounges and bar areas, and the main auditorium. The Front of House Supervisor supervises all part-time ushers during an event, and ensures that the experience of each patron is enjoyable and safe.

**MAJOR RESPONSIBILITIES:**

- Providing exemplary customer service must be of the utmost importance.
- Maintain a professional demeanor and image.
- Recruit and train ushers and ticket takers.
- Contact and schedule front of house staff in sufficient and appropriate numbers to cover all live and special events as required.
- Supervise the distribution of programs, flyers or other patron handouts.
- Maintain accurate reports and records for personnel, work hours, timesheets, assignments, employee reviews, reprimands and performance violations.
- Work with the Patron Services Manager and Production Manager to improve operations of Front of House, develop new procedures, and implement new initiatives.
- Maintain FOH payroll.
- Other duties as needed.

**QUALIFICATIONS:**

- High school diploma or equivalent is required.
- Experience in theatrical or front of house management preferred.
- Strong management skills preferred.
- Excellent organizational and communication skills, both verbal and written, is required.
- Experience with Microsoft Office, including Excel, Word and Outlook, is a plus.
- Ability to work flexible hours including nights, weekends and holidays as required by event schedule.
- Ability to stand and walk for extended periods.
- Ability to climb stairs is essential.
- CPR and AED training and/or certification is a plus.

**TO APPLY:**

This position is a Part-Time Hourly Pay position with no benefits. Resumes and references may be sent to:

The Genesee Theatre  
203 N. Genesee Street  
Waukegan, IL 60085  
Fax (847) 406-3156  
Email: [larry.frievault@genesee theatre.com](mailto:larry.frievault@genesee theatre.com)  
Please No Phone Calls

**The Genesee Theatre is an Equal Opportunity Employer**