

The Ringling

THE JOHN & MABLE RINGLING MUSEUM OF ART
STATE ART MUSEUM OF FLORIDA | FLORIDA STATE UNIVERSITY

Job Title: Front of House Manager

JOB ID #: 52927

Learn more and apply at: <https://bit.ly/FROFHOU>

About The Ringling

The John & Mable Ringling Museum of Art is located in Sarasota, Florida, and is a part of [Florida State University](#). Want to learn more about The Ringling?

[Website](#) | [Facebook](#) | [Twitter](#) | [Instagram](#) | [Flickr](#) | [Pinterest](#) | [YouTube](#)

Equity Statement

The Ringling is an Equal Opportunity/Access/Affirmative Action/Pro Disabled & Veteran Action employer with a strong commitment to diversity and inclusion. As such, we are always seeking individuals dedicated to innovation and excellence. A successful candidate will work effectively, respectfully, and collaboratively in a diverse, multicultural, and inclusive setting. We especially encourage applications by individuals from underrepresented groups, with a demonstrated commitment to a culturally and intellectually diverse workplace.

Should you require accommodations for the application or interview processes, please email employment@ringling.org or call 941-359-5700 (ext. 1-2605).

Learn more about our commitment to Diversity and Inclusion:

- [FSU's Equal Opportunity Statement](#)
- [FSU Diversity & Inclusion Statement](#)
- [FSU Strategic Plan](#)
- [Ringling Strategic Plan](#)
- [Ringling Equity Statement](#)

Responsibilities

The Front of House Manager is responsible for assisting with the daily Front of House operations for the Historic Asolo Theater, including implementing and maintaining procedures to ensure the highest level of customer service is attained. The Historic Asolo Theater at The Ringling presents live performances of international dance, music and theater programming in addition to documentary and theatrical film releases.

Typical responsibilities include:

- Implements and maintains House Management procedures to provide optimal customer service: including the development and management of volunteer ushers, monitoring of all public areas, and distributing collateral materials to audience. Enforces, and oversees on-the-spot interpretation of policies concerning patrons needs, resolution of ticket and seating issues at events, and ADA-related concerns.
- Works directly with the Box Office Manager, Production staff and all Front of House personnel to ensure smooth transitions from pre-show into the performance, in and out of intermission(s) and transitioning out of the performance.
- Assists Box Office Manager with day-to-day operations, cash-handling and reporting.
- Schedules, trains, supervises and recruits volunteer ushers, coordinating plans with the Box Office Manager.

Qualifications

- High School diploma or equivalent and four years of experience.
- Knowledge of the concepts, principles, and practices of theatre layout, production, and stage management.
- Knowledge of basic computer functions and ability to learn applicable computer applications (Tessitura).
- Ability to meet physical requirements as determined by position to include lifting and moving objects up to 50 pounds, standing for extended periods, and ascending/descending stairs.

- Ability to perform basic mathematical calculations.
- Ability to demonstrate effective customer service skills.
- Ability to maintain and improve personal and team effectiveness, and foster change and creativity.

Helpful/Preferred

- Theater ticketing experience preferred.
- Tessitura experience a plus.

Contact Information

For more information, or for technical assistance, please contact Ringling Human Resources at 941-359-5700 ext. 2605 or employment@ringling.org.

Anticipated Salary Range

The anticipated rate of pay will range from low to mid 30's annually and will be based on the education, skills, and experience of the selected candidate. Please note that majority of applicants will be offered at midpoint of range.

FSU offers a robust Total Rewards package. Visit our [website](#) to learn more about our Compensation, Benefits, Wellness, Recognition, and Employee Development programs. Use our [interactive tool](#) to calculate Total Compensation options based on potential salary, benefits and retirement contributions, earned leave, and other employment-related perks.

Museum employees also receive:

- Regular training on upcoming [exhibitions](#)
- Private [gallery talks](#) with curators
- Discounts on [memberships](#)
- Discounts in the [museum store](#)
- Discounts on select [performances/events](#)
- Free museum [admission](#) and much more!

Schedule

Working hours for this position are Wednesday through Sunday based on performance and event scheduling. The incumbent will be required to work a flexible schedule including nights, weekends, special events and holidays based on the needs of The Ringling.

Criminal Background Check

This position requires successful completion of a criminal history background check, to include fingerprinting. The background check will be conducted as authorized and in accordance with [University Policy 4-OP-C-7-B11](#).

How to Apply

If qualified and interested in a specific job opening as advertised, apply to Florida State University at <https://jobs.fsu.edu> (search under keyword "Ringling").

Applicants are required to complete the online application with all applicable information. Applications must include all work history up to ten years, and education details even if attaching a resume.

If you are a current FSU employee, apply via myFSU > Self Service.

Veteran's Preference

Certain service members and veterans, and the spouses and family members of such service members and veterans, receive preference and priority, and certain service members may be eligible to receive waivers for postsecondary educational requirements, in employment by the state and its political subdivisions and are encouraged to apply for the positions being filled. Veterans' Preference applies to University Support Personnel System (USPS) positions only.

IMPORTANT: To claim Veterans' Preference, select "yes" to the question on the application questionnaire and upload a DD-214 (or equivalent), the Veterans' Preference Certification form, and other documentation if applicable with your online application before midnight of the position closing date.

Click the links for [eligibility information](#) and [required documentation](#), or call FSU Human Resources at (850) 644-6034.

Soft Money Funded

This position is time-limited based on soft money funding, with renewal contingent upon available funds and the needs of the University. For questions regarding soft money funded roles please contact Ringling Human Resources at 941-359-5700 ext. 2605 or employment@ringling.org.