Position Title: Front of House Associate  
Reports To: Audience Services Manager  
Status: Part-time, 4-16 hours a month, flexible schedule  

Schedule: Weekend afternoon and evening shifts, flexible scheduling  
Hours: Minimum 1 shift per month, average 4 hours per shift  

Position Summary:  
The Cowles Center Front of House Associate’s primary responsibility is to ensure patrons at The Cowles Center have a positive, enriching experience in our facilities. The ideal candidate has a passion for the arts and is ready to work to ensure that all guests receive exceptional customer service. They will be able to work independently while managing volunteers, and able to handle issues as they arise.  

Front of House Associates work as a representative of The Cowles Center for Dance & the Performing Arts by creating a welcoming environment for patrons as they visit. They will get to know the spaces and policies well so as to provide excellent customer service. They will manage a team of volunteer ushers and enable volunteers to do their job well. This position serves as an ambassador for The Cowles Center and our performing companies by sharing information about productions, answering questions, and directing additional inquiries or concerns to the appropriate person or department within the organization.  

Primary Responsibilities:  

- Maintain a positive image of The Cowles Center through contact with guests and patrons  
- Maintain a knowledge of approved theatre strategies and policies to ensure the highest level of customer service and safety  
- Manage volunteers by overseeing a team of volunteer ushers each shift  
- Communicate the current season articulately and enthusiastically  
- Work with fellow staff to practice creative problem solving as it relates to the patron experience  
- Perform other duties and responsibilities as required or assigned  

Qualifications:  

- High school diploma or equivalent preferred
• Strong communication skills
• Experience managing people
• Experience providing excellent customer service
• Ability to carry, lift, bend, and be on feet for a couple hours at a time
• Ability to work flexible schedule

Preferred Skills:

• Experience in customer service
• Experience interacting with people
• Management experience
• Knowledge of Cowles productions and programs
• Enthusiasm and passion for the arts, especially dance

About The Cowles Center:

The Cowles Center is a dance and performing arts hub that promotes movement and growth for artists through supportive programs and spaces; engages audiences through dynamic performances; and educates learners of all ages through robust and inclusive education initiatives. The Cowles Center was developed and is owned and operated by Artspace Projects, Inc. Centrally located in Downtown Minneapolis, the Cowles includes the 500-seat Goodale Theater (a historic Shubert building); the historic Hennepin Center for the Arts/Masonic Temple (a home to leading dance and performing arts organizations); the state-of-the-art Target Education Studio which houses The Cowles Center’s innovative distance learning program; the TEK BOX studio theatre; and the U.S. Bank Atrium.

To Apply: Email resume and cover letter to jobs@thecowlescenter.org. No phone calls please.

*The Cowles Center for Dance & The Performing Arts is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of any status or condition protected by applicable federal or state laws.*