



# Job Description

## Front of House Coordinator

**Reports to:** Operations Manager

**Supervises:**

- Ushers

**Liases with:**

- Bookings/Promotions Coordinator
- Technical Coordinator
- Facilities Officer
- Security Unit

**Job Function:**

The **Front of House Coordinator** is responsible for all front of house operations ensuring the smooth and efficient operations of all performance related events. The person is expected to attend technical meetings and supervise all front of house staff during performances, ensuring the safety, security and comfort of the audience and patrons.

Naparima Bowl's operations are guided by the highest levels of professionalism and service to both internal and external colleagues and clients. All activities must therefore be in alignment with its approved operating guidelines and standards, and all legal, statutory and regulatory requirements.

**Principal Duties and Responsibilities:**

1. Ensures the smooth and efficient operations of all performance related events in accordance with the information contained in the show notes, and making appropriate decisions for factors, which arise outside of the show notes.

2. Ensures the readiness of the performance space by inspecting the Auditorium before and after all performances, and reporting on findings.
3. Develops monthly rosters for staff and schedules ushers to ensure the optimal support and arrangement for all performances.
4. Monitors and ensures the implementation of all policies and procedures related to Naparima Bowl Rules and Regulations by staff, clients and audience.
5. Prepares reports at the end of each activity, highlighting incidents and/or accidents, analyses findings and provides recommendations for the improvement of services provided.
6. Develops and enhances staff by recruiting, training, orienting and assessing the performance of ushers and makes recommendations for development and enhancement.
7. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies.
8. Support the development and maintenance of a team environment by performing other related duties.

**Qualifications and Experience:**

- BSC. Degree in Hospitality Management, Business Management, Marketing, Public Relations, Event Management or similar qualifications and training.
- Five (5) to seven (7) years experience in a similar capacity.
- Three (3) years in a supervisory capacity.

**Knowledge:**

- Excellent knowledge of Naparima Bowl Rules and Regulations.
- Excellent knowledge of Fire and Public Safety Regulations.
- Excellent knowledge of crowd management and control techniques.
- Excellent knowledge of performance space operations and management.
- Excellent knowledge of client relationship management and engagement.

**Skills:**

- Excellent communication skills, both written and oral.
- Excellent event management/planning skills.
- Excellent organizational and planning skills.
- Excellent people engagement skills.
- Good report writing skills.

**Abilities:**

- Ability to function well in a high-pressure environment.
- Ability to establish and maintain effective working relationships with other employees and clients.
- Ability to work flexible hours.
- Ability to work without direct supervision.
- Ability to be tactful.