



## **Seasonal Full-Time Guest Services Manager**

Hudson Valley Shakespeare is currently seeking a welcoming, confident, **energetic, and driven Guest Services Manager** who enjoys interacting with the public effectively and efficiently to supervise HVS's Guest Services Team and its front-of-house operations. The Guest Services Manager is integral to Hudson Valley Shakespeare's front-line operations. The role involves front-of-house management, coordinating schedules and payroll, supervising equipment, space, and supplies to meet the front-of-house needs for all live theatre performances and events.

### **About HVS**

Hudson Valley Shakespeare (HVS) is a professional nonprofit theater company that presents a rotating repertory season of Shakespeare and contemporary plays and musicals in an open-air theater from June through September.

The company's spectacular 98-acre campus serves as a vibrant hub for the local community, a cultural and educational anchor for the region, and a national model for environmental sustainability in the performing arts. In the summer of 2026, HVS will welcome audiences to its first-ever permanent home, the Samuel H. Scripps Theater Center, designed by the celebrated architecture firm Studio Gang. Protected from the elements but open to the landscape, the Scripps Theater Center will be the first purpose-built LEED Platinum theater in the United States.

### **About the Role**

If you love theater, the Hudson Valley, and connecting with people in a dynamic outdoor environment, we have a wonderful opportunity to lead our Guest Services team. This role sets the tone for the guest experience, ensuring an exceptional visit for every guest from arrival to departure. It is a hands-on opportunity to manage customer service and establish best practices for a brand-new theater and campus experience while working at a vibrant nonprofit theater company.

The Guest Services Manager contributes to the theater's commitment to high-quality guest service and teamwork and must be someone who appreciates high standards of excellence. This role supervises a team of up to 15 staff members.

### **Key Duties & Responsibilities**

**Staff Management:**

- Oversee and supervise FOH staff, including ushers, greeters, and shuttle and golf cart operators. This includes training, scheduling, and managing daily activities.
- Maintain professional and effective communication with stage management and front-line staff to ensure performances begin promptly and audience safety is always maintained.
- Provide daily house counts, coordinate picnic pickups, and prepare the team to assist patrons who require additional support.

#### **Customer Service:**

- Maintain positive guest relations at all times.
- Anticipate guest needs, respond promptly, and acknowledge all guests, regardless of how busy it is or the time of day.
- Resolve guest complaints and ensure satisfaction.
- Serve as the theater's primary point of contact for addressing concerns, problems, or issues experienced by audiences.
- Coordinate and execute front-of-house staff and volunteer efforts to welcome, seat, assist, and support audiences throughout their experience.

#### **Safety and Maintenance:**

- Coordinate with the Facilities Manager to ensure the theater is clean, orderly, and safe. This includes reporting safety concerns and following emergency procedures.
- Execute customer service policies and emergency procedures in compliance with established theater protocols.

#### **Operations:**

- Manage daily operations, including preparing nightly reports and coordinating with departments such as Ticketing, Marketing, and Development.
- Maintain service standards in all public areas, including the auditorium and restrooms.

#### **Policies:**

- Uphold theater policies and ensure compliance with all relevant regulations.

## **Required Skills & Qualifications**

This position runs from mid-May/June through September for the 2026 season. We are seeking candidates available to start as early as mid-May through the end of the season (September 27). However, hiring is conducted on a rolling basis, so we encourage you to apply even if you cannot work the full season.

- 2–3 years of experience as an usher, assistant house manager, or in a similar role at a live theater or performing arts venue
- Previous management experience in a customer service environment
- Valid driver's license
- Current First Aid certification is an asset
- Enthusiasm for and appreciation of live theater and its diverse audiences
- Ability to work effectively with a variety of personality types and age groups
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Strong attention to detail and accuracy
- Organized, articulate, energetic, and able to work well under pressure to meet customer needs and resolve concerns efficiently
- Ability to work in various weather conditions, including rain, heat, and cool evenings

- Strong work ethic and ability to collaborate with others
- A passion for theater or the performing arts is preferred
- Experience leading training in customer service, safety, and evacuation procedures
- Additional requirements, such as heavy lifting and driving golf carts, may apply

## **Hours and Availability**

Candidates must be available for evening and weekend shifts, 35-40 hours per week during the season (June 6–September 10). This is required for all staff. Shifts typically run from 4:00 PM to 11:00 PM, with some exceptions for matinees and special events.

**Compensation:** \$25/hr

This is an on-site position at HVS's new property, located at 2015 Route 9, Garrison, NY.

## **To Apply**

To apply, please send your resume and a cover letter in PDF format to [jobs@hvshakespeare.org](mailto:jobs@hvshakespeare.org) with the subject "[Your Name] – Front-of-House". *No phone calls, please.*

*HVS is an equal opportunity employer dedicated to building a culturally diverse and equitable environment, and we strongly encourage applications from people of color and women. Candidates from populations underrepresented in the theater field are strongly encouraged to apply.*