



Front of House Staff

Hudson Valley Shakespeare (HVS) is a professional non-profit theater company that presents a rotating repertory season of both Shakespeare and more 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. 2025 is the final season, after 38 years, that HVS will be performing under its iconic tent. 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.

We are currently seeking energetic, driven, and punctual staff members to fill multiple Front-of-House (FOH) positions. HVS's FOH team is responsible for managing the customer experience from arrival to our campus through departure ensuring they have a great time at our outdoor location. This includes, but is not limited to, overseeing the campus' parking lot, and assisting with concessions, events and seating in the Theater Tent. Applicants should expect to interact with a diversity of audience members, donors, artists, production and administrative staff members, and be comfortable working at an outdoor location, standing and walking for long periods of time in Hudson Valley summer weather (heat, rain, and evening chill). Applicants should also be willing to commit time to in-depth training in customer service, cash handling, safety and evacuation, anti-racist and inclusion training, and other necessary skills. Other requirements, such as heavy lifting in the Theater Tent, may apply.

Appropriate candidates may have a variety of work experience, but 1-2 years of prior customer service/public-facing employment is encouraged. A passion for theater/performing arts is preferred.

This position reports directly to the House Manager. Hiring, payroll, and training will be completed by the Manager of Ticketing and Audience Services.

Hours and Availability

Candidates must be available for a minimum of 20 hours per week during the season (June 6 - September 10), which will include late nights and weekends. This is a requirement for all staff. Shifts typically take place between 4:30PM-11:00PM, with some exceptions for matinee performances and special events.

We are currently seeking candidates with availability until the end of the 2025 Season (September 10), but we encourage you to apply even if you can't work until the end of the season.

Duties:

- Direct traffic in our main parking lot as well as direct donors with priority parking and ADA patrons to the appropriate lots.
- Clean, sweep, and prepare the theater tent for patrons before the house opens.
- Scan tickets and direct patrons to their seats inside the theater.
- Sort and maintain waste stations in accordance with our mission of sustainability.
- Perform excellent customer service when informing patrons about the campus layout, parking, restrooms, concessions, dining, and designated seats/sections.
- Assist guests with information on accommodations for guests with accessibility needs, such as aiding those who need access to our enhanced performances, requesting the golf cart for patrons, etc.
- Be prepared to respond to any emergencies, filming, or other behavior during performances.
- Drive patrons with accessibility needs in our complimentary golf cart shuttle service.
- Clean the theater tent at the end of the night and assist in other closing procedures.

Requirements:

- College Student or Degree preferred.
- Driver's license preferred.
- At least 2 years of experience in customer service.
- Attention to detail and accuracy in completing tasks.
- Organized, articulate, energetic, detail-oriented, and able to work well under pressure to ensure customer needs are met, complaints are resolved, and service is provided quickly and efficiently.
- Be able to work in various weather conditions, including rain, heat, and evening chills.
- Great work ethic and able to work well with others.
- Must be available to work three nights a week – availability for weekends is highly preferred.
- Must be available to work summer holidays.

This position runs from June-September for the 2025 season.

Compensation: \$15.50

Required: Minimum of 12 hours per week.

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

To Apply

To apply, please send your resume and a cover letter in PDF format to jobs@hvshakespeare.org with the subject "[Your Name] - House Manager". *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.