

On-Call Audience Services Representative

The New Reno Little Theater, Inc.

Pay Rate: \$18.00 per hour

Schedule: On-call, with flexible scheduling confirmed on a weekly basis. This position has no guaranteed shifts or minimum number of hours.

Benefits: This position is not eligible for health benefits or paid time off.

Reports To: Audience Services Manager

Supervises: Front-of-house volunteers, as assigned during scheduled shifts

To Apply: Submit a resume with a short introductory email to jobs@renolittletheater.org by 9/21. Applications will be reviewed as they are received. Multiple representatives will be hired. No phone calls, please.

Position Summary

The Audience Services Representative supports a welcoming, safe, and well-organized patron experience for performances and events across venues that The New Reno Little Theater, Inc. provides ticketing for, including: RLT, GLM, UNR, and TMCC. This on-call position works closely with staff and volunteers to assist with front-of-house operations, box office support, patron communication, and audience service needs at RLT, GLM, and other outlets or venues, as assigned.

This role serves as a frontline representative of the organization and helps ensure that audience-facing spaces, services, and procedures are prepared and functioning effectively. The position requires strong customer service skills, reliability, professionalism, and the ability to respond calmly in a live event environment.

An Alcohol Awareness Card is required for this position.

Essential Duties and Responsibilities

Audience Services and Front-of-House Operations

- Provide courteous, professional, and responsive customer service to patrons across assigned venues and events.
- Answer the main phone line and return customer calls related to the Box Office and outlets, as assigned.
- Respond to general email inquiries and forward questions or concerns to the appropriate staff member when needed.
- Serve as Front-of-House Lead for scheduled performances and events, as assigned.
- Enforce ticketing, front-of-house, concessions, and showroom policies in a professional and consistent manner.

- Post appropriate signage and help ensure that lobby and front-of-house areas are ready for patron arrival.
- Ensure front-of-house spaces are clean, stocked, functional, and presentable prior to audience arrival and after they depart.
- Print programs and prepare audience-facing materials, as needed.
- Fill vacancies left by volunteer ushers, concessionaires, or box office personnel when coverage is needed.'

Box Office Support

- Serve as Box Office Lead for scheduled performances at RLT, GLM, and other assigned venues.
- Manage will call and support patron check-in and ticket distribution.
- Handle at-the-door sales and same-day phone sales in accordance with organizational procedures.
- Support accurate and professional cash handling, sales transactions, and patron recordkeeping, as assigned.
- Help enforce ticketing procedures and escalate unusual patron issues when appropriate.

Volunteer Coordination and Event Communication

- Direct and support scheduled front-of-house volunteers during assigned shifts.
- Communicate with the Stage Management team regarding show holds, house status, audience timing, and health or safety incidents.
- Help maintain orderly audience flow and support a positive patron experience before, during, and after performances.
- Report patron concerns, incidents, or operational issues to the appropriate supervisor in a timely manner.

Other Duties

- Perform other appropriate duties as assigned.

Preferred Qualifications

- High school diploma or equivalent, or relevant customer service experience.
- Experience in customer service, hospitality, front-of-house operations, retail, box office, or event support.
- Strong interpersonal and communication skills.
- Ability to work evenings, weekends, and on a flexible on-call schedule.
- Ability to manage live event responsibilities calmly, professionally, and with attention to detail.
- Ability to work independently and as part of a team.
- Alcohol Awareness Card required.
- Experience in a theater, performing arts, or live event environment.
- Experience handling ticket sales, cash transactions, or patron-facing administrative tasks.
- Experience working with volunteers or front-of-house teams.

Knowledge, Skills, and Abilities

- Strong commitment to excellent audience service.
- Ability to communicate clearly and professionally with patrons, volunteers, and staff.
- Ability to enforce policies respectfully and consistently.
- Ability to respond calmly and effectively in fast-paced or unexpected situations.
- Ability to maintain organization and attention to detail during performances and events.
- Ability to represent the organization in a positive and professional manner.

Work Schedule and Conditions

- This is an on-call, hourly position.
- Scheduling is flexible and confirmed on a weekly basis based on organizational needs.
- Evening, weekend, and holiday availability will be required.
- Work is performed in lobby, box office, theater, and event environments.
- This position may require standing for extended periods and moving throughout public-facing spaces during performances and events.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

About the Organization

The mission of The New Reno Little Theater, Inc. is to produce exceptional theatrical experiences that inspire, entertain, and strengthen our community through artistic engagement and collaboration.

Equal Employment Opportunity

The New Reno Little Theater, Inc. is an Equal Opportunity Employer and does not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.