



BELLINGHAM'S HOME FOR IMPROV COMEDY

The Upfront Theatre is hiring for our Front of House Team!

We are seeking a dynamic and customer-focused individual to join our Front of House team. This multifaceted role includes working across the Box Office, Bar, and venue cleaning shifts, ensuring every patron enjoys an outstanding experience from arrival to departure. The ideal candidate thrives in a fast-paced environment, demonstrates strong communication and problem-solving skills, and is passionate about live performance—particularly improv comedy.

Roles & Responsibilities (include but are not limited to):

- Operate the in-person box office: ticket sales, will call, ID checks, and end-of-day reconciliations
- Provide friendly, professional customer service to all guests
- Share information about The Upfront, shows, and classes with patrons
- Coordinate and support Front of House volunteers
- Communicate clearly with performers, tech crew, staff, and management
- Serve drinks responsibly from the bar; check IDs per WA laws
- Ensure WA MAST: Class 12 compliance (certification covered by The Upfront)
- Process POS transactions accurately (cash and card)
- Maintain cleanliness and organization in the theatre, greenroom, bar, and restrooms

Preferred Qualifications include but are not limited to:

- Strong customer service skills with a friendly and professional demeanor
- Experience in bartending or drink service, POS operation, and maintaining cleanliness within a venue, bar, retail, or restaurant setting
- Comfortable with databases, tablets, smartphones, and taking photos
- Able to work independently and as part of a team
- Excellent time management and adaptability under pressure
- Clear and effective written and verbal communication skills
- Enthusiastic about improv comedy and community engagement
- Attentive to maintaining a clean, safe, and welcoming environment

Whether you're welcoming guests at the door, serving drinks behind the bar, or resetting and cleaning the venue between shows, your attention to detail and positive attitude will help create a smooth and memorable experience for our audiences—and contribute to a supportive, positive work culture behind the scenes.

[See Page 2 for Employment and Application Details]



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Start Date: Thursday, September 11, 2025

Hours:

- Part time
- Thursdays, Fridays, & Saturdays 6:30PM - 11:30PM (performance schedule may vary)
- Sundays: Cleaning shift (approximately 90 minutes)
- Special Events (dates/times vary)
- Monthly FOH meetings (30 minutes)
- Weekends and holidays

In this role, you will be expected to: regularly perform Sunday cleaning shifts, attend the monthly FOH meeting for team updates, and provide shift coverage as needed on Thursdays through Saturdays and special events. Training will cover all Front of House positions: box office, bar, and cleaning shifts.

Pay Rate:

- \$19.50/HR
- Tips are shared evenly among FOH staff working performance shifts.

Perks:

- Free admission to all standard shows produced by The Upfront Theatre
- 2 free friends and family tickets/month
- Discount on concessions (when attending shows)
- 1 free non-alcoholic concession during shift
- Opportunity to nominate a nonprofit for a benefit show

The Upfront Theatre is committed to social equity and justice and encourages candidates of all racial and gender identities, cultural, ethnic, and economic backgrounds, and of any sexual orientation to apply. The Upfront Theatre is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, veteran status, or marital status in employment or the provision of service.

Please email your resume to info@theupfront.com. In the body of the email, include 2–3 references and a brief response explaining why you want to work with us.