

Status: Part-Time, Hourly (20 - 30 hours/week, depending on seasonal demands, evenings & weekends required)

Pay: \$20-\$25/hour

Reports To: Producing Artistic Director

Works Closely With: Marketing Manager, Finance Team, Managing Director

Compensation Enhancements: Performance-based commission and growth opportunities (see below)

Position Summary

The Patron Experience & Events Manager plays a vital role in creating a professional, welcoming, and well-run experience for all patrons, clients, and guests of Boise Contemporary Theater. This position supports the execution of facility rentals and public events, oversees front-of-house and bar service, and works closely with the Marketing Manager to promote facility rentals. This role assists the Managing Director in initiating and closing rental sales and plays a key support role in ensuring client satisfaction and repeat usage.

Key Responsibilities

- Leads efforts to grow bar revenue and facility rental income through strategic planning and on-site execution.
- Hires & supervises part-time Front of House staff and volunteers (ushers, box office, house managers)
- Prepare and maintain public-facing spaces, including lobby cleanliness and signage
- Manage customer service and safety protocols during performances and events
- Light bartending as needed (beer, wine, canned cocktails)
- Oversee audience flow, lobby operations, and coordination with production staff
- Manage bar setup, service, cleanup, and compliance during public events
- Maintain stock levels, track inventory, and coordinate with vendors
- Train and supervise bartenders, ensuring service meets BCT and legal standards
- Reconcile Square POS after each event and submit shift reports
- Serve as on-site staff lead for rental events as assigned
- Collaborate with the Marketing Manager to promote space rentals via social media, tours, and outreach efforts
- Coordinates event logistics from setup through takedown
- Provide client-facing hospitality during rentals and capture feedback to improve processes
- Collaborate with the Finance Team to track event costs, bar profitability, and revenue opportunities, to improve earned income across rentals and bar service
- Help ensure operational processes are consistently followed and suggest improvements to keep systems up to date and optimized

Compensation Enhancements

Bar Sales Commission

- **Threshold:** First \$350 in gross bar sales per event is not commissioned
- **Commission:** 10% of gross sales above \$350 when the manager is on duty as bar lead
- **Cap:** \$50 per event

Facility Rentals Commission

- **Baseline Expectation:** \$1200 facility rental per month (no commission)
- **Commission:** 5% of gross rental fees for any rentals above \$1200 when the manager contributes to promotion, coordination, or staffing
- **Cap:** \$3,000 annually

Commissions are paid monthly based on confirmed roles in events and verified revenue.

Qualifications

Required

- Bar Management and event management experience
- Customer service experience in bar, events, concessions, or theater front-of-house
- Organized and detail-oriented; able to supervise small teams
- Comfortable working evenings, weekends, and event-based hours
- Must be 21+

Preferred

- TIPS Certified
 - Knowledge of POS systems like Square
 - Experience with facility rentals, event logistics, or vendor coordination
 - Passion for the performing arts and experience in nonprofit settings
 - Familiarity with promotional tools (e.g., Canva, Instagram, email templates)
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Opportunity for Growth

This is a position with potential for growth in theater operations, hospitality, or marketing. The coordinator will gain direct experience across event production, customer experience, and nonprofit arts administration while collaborating with senior staff.

Additionally, this role offers exposure to how operations impact nonprofit finances. By working with the Finance Team, the manager will gain insight into cost control, revenue tracking, and ways to improve overall profitability — a valuable foundation for future advancement in venue or business management roles.

This position will include a formal review after six months of employment to assess performance, role fit, and overall impact. At that time, the organization will revisit the compensation structure, including hourly rate, commission eligibility, and potential adjustments to responsibilities or title based on organizational needs and individual growth.

To apply for this position, please send a cover letter and resume to em@bctheater.org. Position open until filled