

POSITION: Fourth Wall Staff Member

STATUS: PART-TIME

REPORTS TO: FOOD AND BEVERAGE MANAGER

POSITION AVAILABLE: January 2024



ABOUT ROUND HOUSE THEATRE

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our [organizational values](#) include a [commitment to be an anti-racist](#), anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area, with “a renovation matching [its] upgrade in recent years as a purveyor of dramatic art” (Peter Marks, *The Washington Post*). A nonprofit professional LORT theatre with an annual budget of more than \$6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six show season of new plays, modern classics, and musicals for more than 50,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

The Fourth Wall Staff team is responsible for creating a positive experience for our guests (patrons, artists, staff, guests, anyone that enters our space) by providing friendly and responsive service. This position will work flexible hours including evenings and weekends.

Our season usually follows a format of running for 4-6 weeks and then being “dark” for four weeks while the next show is being prepared. There are shifts offered based on rentals and donor events in between and during performance runs. There are two main roles that our team can be scheduled as: bartenders and cashiers. Our small but mighty food and beverage menu rotates with each show, which keeps operations fresh and engaging. The F&B Manager and the team are building a program based on simple, delicious offerings and warm, efficient hospitality.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Welcome guests into the space and engage with them for caring service
- Take orders and provide informed customer service, assisting guests with their dining experience
- Mix, garnish, and serve alcoholic and non-alcoholic drinks, following standard recipes and procedures and adhering to company standards for serving alcoholic beverages
- Prepare and provide food items based on the standard in a timely and safe manner
- Assist in tasks to ensure a stocked, sanitized, and safe work environment
- Collaborate with team members and communicate clearly to the management team

- Provide feedback to management on all guests, products, and general issues
- Adhere to cash policies and procedures to minimize losses
- Comply with all other established company policies and procedures
- Uphold the security and confidentiality of documents and data within area of responsibility
- Other duties as assigned

This Job Description is not an exhaustive description of duties. All Fourth Wall Staff members must adopt a flexible approach to the role and responsibilities. From time to time, a Staff member may be required to undertake alternative or additional duties commensurate with skills, experience and capabilities.

PREFERRED QUALIFICATIONS AND CAPABILITIES

Where the qualifications are described in terms of formal education or direct work experience, Round House welcomes the substitution of relevant prior experience.

SKILLS & CERTIFICATIONS

- Customer service focus and a genuine desire to deliver an excellent experience
- Effective time management and verbal communication skills
- Ability to work both independently and within a team environment
- Ability to operate a cash register efficiently and accurately
- Ability to perform general cleaning duties
- Ability to interpret and apply company policies and procedures
- Knowledge of products and services
- ABRA, TIPS, ServSafe, and any other certifications are a plus
- Interest in the arts and live theatre are a plus
- Interest in 'pop up' food and beverage operations are a plus

PHYSICAL DEMANDS/WORK ENVIRONMENT

- While performing the duties of this job, in order to operate equipment and ensure adherence to food quality standards, the individual is regularly required to stand, walk, use hands to handle or feel, reach with hands and arms, talk or hear, and smell. The individual is occasionally required to climb or balance and stoop, kneel, or crouch. The individual must regularly lift and/or move up to 40 pounds and reach items from 6 to 72 inches high.
- While performing the duties of this job, the individual is occasionally exposed to cold and/or wet conditions, and moving mechanical parts.

BENEFITS

- Salary: \$15 per hour, plus gratuity
- Paid sick leave

HOW TO APPLY

Submit a resume and short cover letter to ddevita@roundhousetheatre.org. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, or to see an example 4th Wall menu, please visit RoundHouseTheatre.org. No phone calls please.