

# Front of House (FOH) Lead

**Contract Term:** 6 weeks pre-show + show weekend

**Hours:** Part-time position 6-8 hours per week (remote work), Weekly meetings, and 3 in-person shifts with the Event Team, and Show Weekend (Fri-Sun - 10 hours per day)

**Compensation:** \$800/show (approx. \$3,200/year for 4 shows)

**Reports To:** Event Coordinator

**Supervises:** FOH volunteers and ticketing team (Cashier, Media Sales, Ticket/Doors, VIP)

## Contract Dates

March 1 – April 20, 2026 (1 show)

August 1 – September 20, 2026 (2 shows)

## About the Role

We're seeking a detail-oriented, customer-focused Front of House (FOH) Lead to ensure a smooth and welcoming experience for all attendees at our bodybuilding shows. This contract role is central to managing ticketing, merchandise, and VIP logistics, while supervising a team of volunteers. You'll help create a seamless guest experience, optimize on-site sales, and ensure FOH operations run efficiently from start to finish.

## Key Responsibilities:

- Oversee ticketing, merchandise, and media sales operations
- Manage volunteer schedules and coordinate VIP guest logistics
- Maintain merchandise inventory and address customer issues
- Lead and motivate the FOH volunteer team
- Support upsells and initiatives to increase merchandise and media sales
- Provide exceptional guest experiences while increasing on-site merchandise and media purchases by 15% over 2025 metrics.

## Typical Work Schedule

- **Weekly Online Meeting (6):** Tuesday evenings at 6 PM
- **In-Person Prep Sessions (3):** Saturday/Sunday, 11 AM – 3 PM, leading up to the show
- **Remote Work:** Responding to emails and DMs, volunteer coordination, and operational planning
- **Show Weekend:** 10 hours/day - April 17-18, 2026, September 18-20, 2026 (3rd show dates TBC)

## Skills & Requirements:

- Strong sales, customer service and organizational skills
- Experience in retail, ticketing, or front-of-house operations
- Comfortable managing cash and POS systems (Square preferred)
- Leadership experience with volunteers or small teams
- Excellent communication and problem-solving abilities
- Ability to work in a fast-paced, high-energy environment