

Overview

The Grand Teton Music Festival in Jackson Hole, WY seeks an interested individual with an unwavering commitment to hospitality to join its seasonal staff as its Front of House Manager. The Front of House Manager is an integral member of the Development team at the Grand Teton Music Festival (GTMF), an 8-week classical music festival. This position is responsible for facilitating exceptional concert experiences for GTMF patrons at all events in Walk Festival Hall and other venues. The Front of House Manager is also a key problem solver, collaborating with colleagues on the Operations and Development teams to address patron issues in real time with tact, grace, and empathy. This position reports to the Development Operations Associate and leads GTMF's volunteer usher corps.

This is a seasonal, full-time position with employment spanning 9 weeks - June 23 to August 23, 2025. Because of the event-oriented nature of the work, daily and weekly schedules, shift breaks, days off, and time off are subject to change to fulfill job duties at the discretion of the Directors. This position is expected to work 40 hours per week.

Duties & Responsibilities

- Be present at all GTMF concert events.
- Lead ushers in providing exemplary service to all patrons. Coordinate with colleagues to address all issues that arise related to seating or ticketing in a professional, service-driven manner.
- Collect and track volunteer usher availability and manage scheduling accordingly to ensure all GTMF events are appropriately staffed.
- Provide usher training and oversight, outlining duties, administrative policies, and service expectations as indicated in the Usher Handbook.
- Prepare vestibules and all public areas before each event, ensuring program books are stocked and bookmarks or other collateral is appropriately placed.
- Facilitate efficient seating efforts to ensure all events begin on time as scheduled, coordinating closely with the Stage Manager to orchestrate seating notifications, announcements, and lighting cues.
- Coordinate with the GTMF staff and Box Office Employees to ensure Festival signage, brochures, and materials are up-to-date, in-stock, and in place.
- Organize CD and merchandise sales in collaboration with the Artistic Operations and Development teams, including the facilitation of artist CD signings.
- Coordinate with the box office to reconcile ticket sales, scans, and counts to ensure accurate attendance data. Set best practices for efficiently achieving accurate data.
- Complete, distribute, and record a detailed post-event report for all Festival activities including contextual information such as attendance, run times, issues or accidents, and other relevant notes.
- Coordinate with Artistic Operations to ensure the weekly door unlock schedule is correctly programmed.
- Ensure all facilities at Walk Festival Hall are properly closed and secured following each performance.
- Other duties as assigned.

Requirements

- Must possess strong hospitality and customer service skills.
- Must be 21 years of age or older to serve alcohol, and be willing to take a TIPS certification course.
- Exceptional written and verbal communication skills.
- Possess a valid driver's license and access to a personal vehicle.
- Familiarity with classical music and standard orchestral practices preferred.
- Arrive punctually for each scheduled shift in appropriate attire.
- A general love for the arts and a good sense of humor is required.

Compensation

- Stipend is \$750 per week, payable on the 15th and last day of each month
- Housing in shared accommodations will be provided for the duration of seasonal employment

Interested candidates should send resumes and cover letters to jobs@gtmf.org



About GTMF

The Grand Teton Music Festival, founded in 1962, unites over 250 celebrated orchestral musicians led by Music Director Sir Donald Runnicles in Jackson Hole, Wyoming each summer. GTMF is one of America's leading summer classical music festivals. The Festival Orchestra, a full orchestra made up of musicians from all the top orchestras around the country, makes up the centerpiece of the Festival.

As the single largest performing arts presenter in Jackson Hole, Wyoming with more than 120 annual events, GTMF also presents year-round programming that includes community concerts and education programs for Teton County students.

About Jackson Hole

Jackson Hole, Wyoming, is a stunning valley home to several towns, including Jackson, Wilson, and Teton Village. Known for its incredible natural beauty, outdoor activities, vibrant arts scene, and western charm, it's one of the top year-round destinations in the world. The region is bordered by Yellowstone and Grand Teton National Parks, offering breathtaking views of snow-capped peaks, vast forests, and abundant wildlife.

Outdoor enthusiasts will find endless adventures, from world-class skiing and snowboarding in winter to hiking, biking, and fishing in the warmer months. Jackson Hole is also a cultural hub, with a thriving arts community, top-ranked galleries, a renowned symphony, and signature events like the Fall Arts Festival and the Jackson Hole Rodeo. Downtown Jackson is a lively mix of fine dining, unique shops, and western-inspired activities, making it a dynamic place to live and visit.

