



Front of House & Personnel Manager, Top of the Park

ABOUT A2SF

The Ann Arbor Summer Festival (A2SF) champions performing arts, outdoor entertainment, and community spirit. In addition to a nearly four-week festival each June that attracts a diverse audience of over 80,000 people and offers over 200 concerts, art exhibitions, kids activities, spectacle, and film screenings, A2SF presents compelling experiences throughout the year.

ROLE OVERVIEW

A2SF seeks a Front of House & Personnel Manager to coordinate all guest services and seasonal staff operations at Top of the Park for the 2025 season. This role is ideal for someone who thrives in a public-facing leadership role that will be responsible for delivering a high-quality patron experience, jointly overseeing a team of 60+ seasonal hourly employees with fellow seasonal managers, and managing event operations related to guest services, crowd flow, and accessibility. This position is also responsible for hiring, training, and scheduling seasonal employees, including clocking them in each shift. This position supports our volunteer coordinator, and serves as the primary point of contact for audience-facing operation via the Information Tent.

Pre-season work includes overseeing the hourly staff interview process, issues employment offers, updating email templates and training documents, and mastering details in the FOH & Personnel Manager Handbook.

THIS JOB IS FOR YOU IF YOU...

- **Thrive in leadership roles** – You enjoy managing and mentoring seasonal staff, ensuring they are trained, motivated, and set up for success.
- **Excel in customer service and guest experience** – You are committed to making every visitor feel welcome, ensuring smooth event flow, and handling patron inquiries with confidence and professionalism.
- **Are a proactive problem solver** – You can anticipate operational challenges, address issues in real time, and adapt to changing situations, from weather concerns to staffing adjustments.
- **Have a keen eye for detail** – You ensure staff scheduling, break assignments, and event logistics are efficiently managed while maintaining an organized and accessible guest services area.



TAKE IT ALL IN.

- **Communicate with clarity and confidence** – You can effectively relay important information to staff, volunteers, patrons, and leadership, ensuring smooth event operations.
- **Are collaborative and adaptable** – You know how to work within a team, coordinate with other managers, and adjust to the ever-changing needs of a fast-paced festival environment.

EMPLOYEE RELATIONS

This position reports to the Associate Director, and works closely with all seasonal managers at Top of the Park to supervise hourly employees, as well as the A2SF contract accountant to process hourly employee payroll.

REQUIREMENTS

This position requires regular movement throughout event sites, including walking, standing, bending, and lifting. Must be able to safely lift and carry up to 25 pounds. Equipment and Systems include Mac Environment, Google Suite, Zoom, When I Work, Gusto, Slack.

ESTIMATED HOURS

In-season event hours are approximately 4pm to 12:30am (dark on Mondays)

- May – June (pre-season): 46 hours
- June 13 – 29 (season): 156 hours
- June 30 (load-out): 6 hours

COMPENSATION

Flat contract fee based on experience, paid in three installments

APPLY

Please send your resume as a single-page PDF to jobs@a2sf.org with the subject line 'FOH & Personnel Manager Candidate,' along with a brief introduction about your interest and qualifications for this role. No formal cover letter required.

Qualified applicants will be contacted within six business days to schedule a conversation. Position open until filled.

A2SF is committed to fostering a diverse and inclusive workplace and encourages candidates of all backgrounds to apply. *If you believe you have relevant experience—even outside of live events—we encourage you to apply.*