

Job/Position title: House Manager**This job reports to:**

Box Office Manager

The following roles report to this position:

Volunteer Ushers

Position Purpose:

This position is part time, hourly (non exempt). This position is scheduled based on Mainstage show schedule. The goal of this position is to manage the Front of House (FOH) before, during and after the end of a show. The objective is to provide patrons with the best positive theatre experience. This position is responsible for the ushers and oversees their work.

Key tasks, Duties, Roles and Responsibilities:

- Manage the ushers that are assigned to the show: name tags, flashlights, have a 10 minute meeting going over logistics, specifics of the show (run time, intermission duties), expectations, assignments
- Problem solve and run interference with patron's issues: late seating, seat assignments, providing hearing devices
- Count cash drawers at the end of the night, receipt the cash and secure the safe
- Coordinate and interface with the stage manager - time to open the house, to start the show, begin the show again after the intermission
- Check the bathrooms for cleanliness and ample toilet paper and towels
- Remain in the lobby during the show in case anything is needed
- Lock up the building
- Any other duties as assigned by supervisory staff

Key Technical Skills and Knowledge required for the position:

- Ability to multitask
- Good and clear interpersonal skills
- Excellent communication ability
- Ease and proficiency with money
- Diplomacy
- High energy to move about the theatre
- Friendliness
- problem solving

Performance Measures used to evaluate effectiveness in position:

- Positive usher feedback
- Positive patron feedback
- Effectiveness in problem solving
- Front of house runs smoothly
- Clean bathrooms and lobby area