

Job Title: House Manager

Employment Status: Regular Part Time

Number of Direct Reports: Non Applicable

Date job description was created/revised: April 2016

The New Hazlett Theater is a non-profit performing arts facility, with a mission to provide a nurturing, collaborative environment for artists, leveraging people, space and technology to create and present challenging and dynamic art. Events include theater, dance, performance art, music, spoken word performances, and community events, among other programming options. Theater offerings appeal to children, families, and adult audiences. We welcome approximately 26,000 guests each year.

General Overview:

The House Manager is on-site for all events to which the general public is invited. This part-time position oversees audience arrival, seating and departure, while ensuring audience safety. The House Manager has the overall responsibility for ensuring that the experience of each patron is enjoyable as well as safe, providing exemplary customer service to audience members and renting clients.

House Managers report to the Venue and Hospitality Coordinator, but must also work closely and coordinate with all staff, including the Executive Director, Director of Programming, Technical Director, Assistant Technical Director, Programming and Outreach Manager, and Administrative Associate.

Essential Duties & Responsibilities:

- Make sure restrooms, lobby and theater are clean and safe prior to patron arrival. Maintain restrooms as necessary.
- Work with bartender to stock the bar and coordinate sales of concessions and bar items.
- Work with NHT box office staff, if any, to ensure accurate reporting and accounting of box office revenue.
- Assign, train and supervise volunteer ushers. Duties vary by show, but may include stuffing programs with promotional materials, greeting, directing, seating and assisting patrons, and tearing tickets.
- Provide patrons with directions and answer questions about the performance space.
- Work closely with the stage manager to determine when the front of the house is prepared for an event to begin.
- Be aware of and be prepared to execute emergency procedures at all times. The House Manager is in charge of the safe evacuations of all patrons in case of an emergency.
- Complete any additional side projects as assigned by the Venue and Hospitality Coordinator
- Close and balance cash and credit card receipts; prepare nightly deposit.
- Complete required reporting at the end of each shift, including accident reports, incident reports and attendance figures.
- Work with security personnel and technical personnel to secure and alarm the building prior to exit.

Job Requirements:

Educational Requirements:

- **Minimum Education Required:** High School Diploma
- **Preferred Education:** Associate's Degree

Experience:

Minimum Experience:

- 2 years of front of house work experience in a performing arts venue, OR
- 2 years of work experience in a position focusing on customer satisfaction

Preferred Experience:

- Experience with theater/performance practices
- Experience working with a wide range of clientele
- Experience high volume service settings

Knowledge, Skills & Abilities:

- Strong organizational and time management skills with the ability to multitask and reprioritize
- Strong interpersonal skills
- Ability to communicate with a broad range of audience members
- Problem-solving abilities are necessary. Able to quickly identify and provide recommendations on issues

Language Requirements, other than English: Not Applicable

Licenses or Certifications: RAMP certification required. CPR / First Aid training will be provided annually if needed.

Travel Requirements: Not Applicable

Physical, mental demands and working conditions

- An employee in this position works in a theater, office, and bar environment.
- The position frequently requires the employee to communicate well with others both inside and outside the theater (e.g., in person, via telephone, etc).
- The employee must be able to understand, interpret and analyze data, solve problems, concentrate, research, use available technological resources and systems (e.g. cash register, computer programs), multi-task, prioritize, and meet multiple individuals to complete essential tasks.
- An employee in this position is frequently required to move throughout the workplace, sit, stand and walk, use hands and fingers to hold objects, tools or controls, possess fine motor skills (e.g., to write and operate a special types of equipment), possess gross motor skills (e.g., to carry items), reach with hands and arms, climb stairs and ladders, balance, stoop, kneel crouch or crawl, communicate effectively, and see, talk and hear.

The New Hazlett Theater is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

Employment may be contingent upon your successful completion of a professional, educational and criminal background check. At the time of employment, you must also present documentation indicating that you are legally authorized to work in the United States.

TO APPLY: Send resume with cover letter, salary history, and three professional references to Michael Garrett, Venue and Hospitality Coordinator, via email to michael@newhazletttheater.org. No phone calls please. No relocation expenses provided.