



HOUSE MANAGER

Passionate about the arts in our community? Looking to make a change and a difference? We're looking for someone like you. A 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 Patron Services Coordinator, but also work closely and coordinate with, and take direction from, other full time staff.

New Hazlett employees must embrace the theater's mission and its goal to respect and present diverse artists and ideas. We are committed to eliminating bias with regard to race, sex, gender expression, sexual orientation, ability, heritage, culture, religion and tradition, both on stage and off. Our staff must work to further this commitment, and will help interrupt behaviors that impede our DEAI efforts.

Essential Duties & Responsibilities:

- Make sure restrooms, lobby and theater are clean and safe prior to patron arrival. Maintain restrooms as necessary. Fold linens when 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.

Our job descriptions are general overviews. If you feel passionate about the arts and believe that you have the skills to contribute to the growth of our organization, we want to hear from you.

JOB REQUIREMENTS

Experience:

Minimum Experience:

- Prior experience in a position focusing on customer satisfaction

Preferred Experience:

- Experience with theater/performance practices
- Front of house work experience in a performing arts venue,
- Experience working with a wide range of clientele

Knowledge, Skills & Abilities

- Strong organizational and time management skills with the ability to multitask and reprioritize
- Strong interpersonal skills; Must be able to delegate, and manage a small staff.
- Ability to communicate with a broad range of audience members
- Ability to problem-solve, and able to quickly identify and provide recommendations on issues

NOTE: Full Covid-19 vaccination is required, barring a legal exemption

Language Requirements, other than English: Not Applicable

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

Travel Requirements: Access to reliable transportation required

Physical, mental demands and working conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- An employee in this position works in a theater, office, and bar environment.
- An employee in this position must be able to communicate well with others both inside and outside the theater, in person and by telephone, and be able to communicate via handheld radio.
- The employee must be able to understand, interpret and analyze data, solve problems, concentrate, and research, use available technological resources and systems, such as a cash register and computer programs, multi-task, prioritize, and interact with multiple individuals to complete essential tasks.
- An employee in this position is frequently required to move throughout the workplace, sit, stand and walk, hold objects, tools or controls, write and operate equipment, carry up to 25#, climb stairs, balance, stoop, kneel, crouch and crawl.

Number of Direct Reports: Not applicable

Compensation: Compensation for this part-time, non-exempt position is \$14.00/hour

The New Hazlett Theater is proud to be an Equal Opportunity Employer, and we encourage people from underrepresented backgrounds to apply. We do not discriminate on the basis of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable.

Employment is 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 to rconrad@newhazletttheater.org. There is no deadline to apply. No phone calls please.

