

House Manager

FLSA Status: Nonexempt

Pay Rate: \$21/hr.

Category: Part-time

Reports to: Events Manager

Summary:

The House Manager is responsible for managing the overall set-up and closure of the house before and after every show while ensuring a seamless and enjoyable experience for patrons. This position involves coordinating with various teams, supervising volunteers, and utilizing technology effectively to oversee Front of House Operations

Essential Duties:

Overall House Operations

- Manage the set-up and shut down of the house for every show.
- Put up signage, set up tables, check radios with production, turn on lights and chasers, check seating for handicapped patrons, ensure the lobby area is clean and unlock doors before the show.
- Lock up doors, turn off chasers and lights, reset handicapped seating and take down signage after the show.
- Conduct show huddle with staff and volunteers, reviewing protocols and special needs of the show (i.e. needed positions, show timing, evacuation, first aid, general policies, anything unique for the show (earplugs, passing out programs, etc.).
- Financial reconciliation of concessions, membership, merchandise, box office and main bank for the show.
- Assist at the membership table and oversee the merchandise table as needed.
- Coordinate with the ticket office to resolve seating issues and assist with ticketing errors as needed.
- Coordinate with concessions staff to ensure set-up before opening doors and cleanliness after closing and address any issues that may arise during the show.
- Manage timing for shut down of concessions area.
- Coordinate with production staff before and after shows to ensure all production needs are met.
- Respond to patron issues courteously, promptly and tactfully.
- Watch for disorderly patrons and intervene as appropriate.

Volunteer Management

- Supervise volunteers and determine volunteer placement based on show requirements.
- Ensure volunteers are assisting patrons as necessary and have programs to hand out, if applicable for the show.
- Ensure all staff and volunteers are appropriately dressed and represent the Tower Theatre.
- Coordinate with the Event Manager or Volunteer Coordinator to address any issues that may arise with volunteers.

Additional Responsibilities

- Effective technology utilization
- Attend meetings as requested.
- Occasional tasks outside your normal scope of duties may be required from time to time as coverage for other teammates.

Knowledge-Skills-Abilities:

- Strong customer service and communication skills
- Excellent organizational skills with strong attention to detail
- Adept at learning new technologies
- Ability to handle high-pressure situations and resolve issues effectively

Qualifications:

- Prior experience in event management or similar roles
- People management experience
- Operations management experience
- Light bookkeeping/cashiering
- Current OLCC license

Working Conditions:**Environment**

- Indoor setting in both a theatre environment
- Occasional exposure to loud noise

Physical Requirements

- 90% standing and 10% sitting
- Strong hand-eye coordination to execute tasks effectively
- Ability to climb stairs frequently
- Ability to lift up to 25 pounds on occasion which may include navigating stairs during the lifting process

Travel Requirements:

N/A

Acknowledgment:

I have reviewed this job description, and I understand all of my job duties and responsibilities. I am able to perform the essential functions of this position with or without accommodation and I understand that this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of me and that duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or the human resources representative.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to affixing my signature.

Employee's Signature

Date

The Tower Theatre Foundation is an equal opportunity employer committed to diversity, equity, inclusion, belonging and accessibility. We value and actively seek individuals from all backgrounds and experiences to join our team. All qualified applicants will receive consideration for employment and promotion opportunities without regard to race, color, religion, gender, gender identity or expression, pregnancy status, sexual orientation, national origin, genetics, disability, age, or veteran status, or any other protected class. We are dedicated to providing reasonable accommodations to individuals with disabilities throughout the employee's employment tenure. If you require accommodation please notify your supervisor and the human resources representative. Your request will be handled confidentially and in accordance with applicable laws. We appreciate the diversity that each individual brings to our workplace, and we strive to create an inclusive environment where everyone can thrive.

House Manager J/D Created: 1/26/24