**Job Description**

**Position:** House Manager  
**Reports To:** Chief Operating Officer/ Operations Manager  
**Status:** Part-time, non-exempt  
**Schedule:** 10-20 hours per week; some nights, weekends and holidays required

**Role Summary**

The House Manager is responsible for the efficient operation of the house (typically the lobby and audience seating area) during the run of a show. The individual welcomes the public to the theatre and oversees their safety and well-being before, during and immediately after the show; answering questions, listening to patrons’ comments and concerns and making the audience feel welcome.

**Essential Duties & Responsibilities**

- Completes a pre-show walk through of the lobby and seating area to verify that the house is clean and presentable to the audience. If there are any notices relevant to a particular show, such as “no flash photography” or “no use of cell phones” the house manager makes sure those signs are in place.
- Supervises the ushers during a show, who take tickets, hand out programs and lead patrons to their seats. HM’s ensure the ushers have a sense of the seating scheme, are familiar with the latecomers policy and have the supplies they need to perform their job.
- Responsible for the safety of the audience, in case of an emergency, like a fire or tornado, and knows what steps to take to either evacuate the audience or secure them in place. Instructs the ushers in emergency procedures, particularly where the various emergency exit routes are located.
- Communicates with the Stage Manager in regards to show holds, intermission times and general seating information.
- Works closely with the box office manager to resolve any dispute concerning tickets, seating and waiting lists. Ensures ADA seats are removed pre-show with box office assistance.
- Works with ushers to clean the theatre of debris and major spills after a show prior to ACOA cleaning crew.
- Completes a report for each performance with pertinent information for that show including audience demographic, late seating holds, lost and found materials, etc.
Qualifications

Minimum Qualifications

• Excellent verbal and written communication skills
• Proficiency with Microsoft Office including Word, Excel, Outlook, and other windows applications
• Ability to work in a sometimes fast-paced and rapidly changing environment
• Excellent organization skills and ability to multi-task
• Must be able to work well independently but must be also capable of working as part of a team and able to lead, train, and motivate others.

Preferred Qualifications:

• Bachelor’s degree preferred or experience in a related field to this position.