House Manager Job Description

The House Manager is responsible for supervision all Front of House “customer facing” areas during events at the Tower. The House Manager reports directly to The Director of Events.

Event Staff reporting directly to the House Manager:
Volunteers
Concessions Staff

Key Job Responsibilities:

Supervise Ushers
- Get information from Event Manager about usher placement
- Ensure ushers are placed and fulfilling patron needs
- Ensure ushers have programs to hand out
- If any issues arise with volunteers, be sure to let Event Manager know via email or in person

Coordinate with Ticket Office
- Ensure patrons get correct seats
- Deal with any ticketing errors
- Step in and assist if patron congestion occurs at box office or entries

Coordinate Concessions
- Coordinate with concessions staff to make sure they are set before opening doors.
- Carry own OLCC license
- Ensure that concessions is left clean and as ready as possible for the next event.
- Financially close the bar, and make sure square reflects the cash count.
- Determine and communicate when to open and close concessions
Handle Patron Issues

- Respond courteously and promptly to any complaints or issues
- Deal as tactfully as possible with unruly patrons
- Maintain lobby cleanliness as needed during an event
- Deal with emergency situations as needed and as trained
- When needed, and appropriate please pass off patron problems to your supervisor.

Technology Use

- Must be confident using the below software systems (training provided):
  - Square – Point of Sale
  - Spektrix – Ticketing System
  - Triple Seat – Event Management System
  - Mvix – Digital Signage System
  - iPads – for use of Square
  - Android Phones & Saveo Scanners – ticket scanners
  - Mag One Radio – for communication during events

Own Operations of House until Show is Complete and Audience has exited

- Ensure an orderly exit and closure of front of house
- Work cooperatively with all other Tower staff and volunteers

Assume All Responsibility for Front of House Operations

- When the Director of Events is not present, House Manager will assume all responsibility for front of house operations (Will be trained to cover for the Director of Events).

Attend Meetings as Requested

- Attend training and other meetings as requested.

The House Manager role is an event-based, hourly, part-time and at will position. Hours typically vary from zero to 15 per week. $17/hour and 3% Simple IRA Matching.

Please contact Stephanie Johnson at stephaniej@towertheatre.org