



House Manager Job Description 2021

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

- Ensure ushers are placed and fulfilling patron needs.
- If any issues arise with volunteers, be sure to let Volunteer Coordinator & Director of Events know via email or in person.

Coordinate with Ticket Office

- Ensure patrons are seated correctly, according to tickets.
- Deal with any ticketing errors.
- Assist if patron congestion occurs at box office or entries.

Coordinate Concessions (when Director of Events is not present)

- Ensure concessions stock is adequate.
- Carry valid OLCC servers permit and check OLCC permits for all concessions staff when necessary.
- Settle all concessions related financials and ensure all cash is secured.
- Determine and communicate concessions hours on an event-by-event basis.

Handle Patron Issues

- Respond courteously and promptly to any complaints or issues.
- Deal with unruly patrons swiftly and appropriately.
- Deal with emergency situations as needed.
- Report patron problems to the Director of Events where needed and appropriate.

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

Operations of all 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 Responsibility for All 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. \$14/hour and 3% Simple IRA Matching.