



House Manager at Palm Beach Dramaworks

Job Description:

The House Manager (HM) is a part-time, non-exempt position which reports to the Executive Director (ED). The HM is responsible for managing the smooth operation of the front of house before, during and after all performances and special events. This includes all aspects of patron comfort and safety as well as the management and training of all volunteer ushers. The highest level of customer service is essential.

Essential Duties & Responsibilities:

- Trains volunteer ushers in customer service procedures, evacuation, medical and life safety policies
- Schedules ushers for all performances and events
- Oversees the theater lobby and audience chamber before, during and after all performances and special events including but not limited to: Perlberg Festival of New Plays, Legacy Project, Young Playwright's Contest (1-minute & 10-minute), Summer Academy, One Humanity Tours, Annual Gala, and other seasonal events
- Coordinates with the Box Office Manager and Stage Manager on when to open the house to patrons, when to close the doors to begin a performance and any late seating or other seating issues
- Addresses patron and usher issues using white glove customer service and de-escalation practices when needed
- Ensures lobby and restrooms are clean pre-show and before intermissions
- Provides guests with accurate information about PBD productions, programs and building
- Monitors audience chamber during performances to make sure patrons are abiding by the standard rules to ensure no disruptions
- Monitors and regulates temperature in the chamber
- Maintains ticket scanners and understands streaming app to assist ushers to use it
- Maintains Assistive Listening Devices by ensuring they are clean and ready to go before each show and oversees the return and charging of the device receivers post show
- Understands the WiFi streaming app used in the theater and assists patrons who wish to use it with their personal hearing devices
- Troubleshoots hearing aid feedback issues during performance
- Assists patrons with low vision or blindness to and from their seats
- Removes designated theater seats for wheelchair patrons and returns the seats when not in use
- Maintains front of house first aid kit
- Manages patron/usher emergencies, contacting 911 when necessary and ensures aisles are clear in case of evacuation and/or the need for emergency workers to access the audience
- Monitors outside noise and works with Clematis vendors and City employees to regulate disruptions
- Creates a house manager's report after each production/event which is e-mailed to all the staff to communicate how the performance was received and any issues/concerns that may need to be addressed
- Organizes annual usher welcome and appreciation events
- Assists with various administrative tasks and supports other departments, as needed and/or directed by the ED
- Attends staff meetings



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Qualifications & Requirements:

- Bachelor's degree in Theater or Arts Administration **OR** 3+ years professional experience in theatrical house management
- Excellent oral and written communication skills
- Advanced Microsoft Office skills (Excel, Word, Power Point, and Outlook)
- Ability to be self-directed and highly motivated
- Ability to multitask, prioritize, and meet deadlines in a fast-paced environment
- Detail-oriented, including excellent proofreading and copy-editing skills
- Ability to engage in positive, productive, and collaborative communications with team members, executive staff, patrons, vendors, and other stakeholders
- Must work onsite at the theatre location, and other sites as needed
- Must have reliable transportation and a valid driver's license
- Night and weekend work required
- Ability to lift up to 50 pounds
- Three references that have had direct supervision

Salary:

\$20 per hour

To apply, please e-mail a cover letter and resume to Business & HR Director, Lara Garcia at lgarcia@palmbeachdramaworks.org. No phone calls please.