

## House Manager

<b>Department:</b>	House Manager
<b>Reports to:</b>	Executive Director, General Manager
<b>Works with:</b>	Artistic Director, Bar Manager, Patron Services, Community Relations Manager, Stage Manager, Director of Education, Associate Artistic Director
<b>Manages:</b>	Volunteers, including Ushers
<b>Status:</b>	Part-time (up to 25 hours/week,) regular, non-exempt

### Overview:

A key team member in creating a positive and enjoyable experience at Diversionary Theatre and often the first point of contact for Diversionary patrons, the House Manager ensures day-of-show customer service activities in association with the Patron Services Associate at the Box Office to ensure that each moment of a new or existing Diversionary audience members interaction with the theatre is a fun, fabulous and quality experience.

Patrons are defined as all donors, ticket buyers, members, subscribers, and visitors to Diversionary Theatre. The House Managers will be responsible for the front-of-house appearance and amenities, customer service, ticket problem solving, working with Patron Services and the Stage Manager to ensure each performance starts in a timely manner - for all Diversionary programs including Mainstage and other events.

The House Manager may also assist in administrative tasks on an as-needed basis.

### **Core duties – Box Office**

- Manage day-of-show activities including working with Patrons Services, managing and training volunteers & ushers, and assisting with check-in, ticketing, and customer service as needed.
- Maintain cleanliness of and supply inventories of facilities, including lobby, lounge, patios, bathrooms, and theatre, before and during patrons presence.
- Assist Patron Services with incoming patron communications via phone and email, handling requests for areas of responsibility and referring others to appropriate personnel.
- Assist with Concessions sales at intermissions and as needed by BarManager.
- Communicate and collaborate with Stage Manager on house opening, closing and attendance, as well as in case of emergency.
- Responsible for knowledge of and training of volunteer staff on safe and proper operation of all equipment necessary for operations.
- Participate in the adherence of all COVID and safety protocols for patrons, volunteers and staff, including participating in Proof of vaccine check-ins and any mandatory mask policies, according to current federal, state, county and Diversionary policy.

### **Core duties – Over All**

- Maintain a clean and organized facility.
- Ensure all patrons have a positive experience.
- Ensure performances start on time by facilitating patrons check in and seating.

- Problem-solve any patron or volunteer issues, while ensuring an on-time start time.
- Recommend improved operational methods and procedures.
- Assist guests with requests for information or assistance.
- Remain current on Diversionary events, promotions, policies and procedures via review of weekly meeting reports, email communications and the Diversionary website.
- Ensure patron safety from arrival to departure.
- Facilitate post-performance cleaning of the facility including sanitization of seats and patron areas.
- Ensure a complete and safe lockup of the entire facility at the end of each performance.
- Assist with execution of relevant Donor Benefits and recognition.
- Assist with on-site and off-site special events as required.
- Other duties as assigned.

### **Key Expectations:**

- Contribute to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
- Maintains competency and professional currency through self-directed professional reading, developing professional contacts with colleagues, and attending training and/or courses required by the General Manager.
- Actively contribute to Diversionary Theatre's overall image, brand and fulfillment of its mission.
- Maintain a clean, professional personal appearance.
- Assist with special events and promotions.
- Punctual and ready to work for all scheduled shifts.
- Ability to handle multiple projects at once.
- Follow instructions and timelines diligently.
- Actively engage in problem solving and finding creative ways to achieve goals.
- Engage in and provide exemplary service to Diversionary Patrons.
- Present a professional, businesslike image to clients, visitors, customers and the public. Exceptional personal appearance, like proper maintenance of work areas, is an ongoing requirement.
- Remain current on evolving best practices in hospitality, theatre experiences, and marketing, especially as it pertains to the customer experience and customer retention.
- Other duties as assigned.

### **Minimum Requirements:**

- Exemplary customer service skills, minimum of three years customer service experience preferred.
- Passion for patron and volunteer interaction.
- Excellent written and verbal communications skills.
- Excellent ability to plan and communicate logistics to a team of paid and volunteer staff.
- Available to work evenings and weekends
- Experience working with an established, major entertainment or event company preferred.