

Playhouse Square
GUEST EXPERIENCE DEPARTMENT
JOB DESCRIPTION

JOB TITLE: House Manager

RELATIONSHIP: Reports to the Front of House Manager

GENERAL DESCRIPTION: Part-Time, Non-Exempt Position

RESPONSIBILITIES:

1. Represent Playhouse Square in a professional manner at all times. Work with Head Ushers and volunteers to ensure the guest experience is managed efficiently and effectively, according to established policy.
2. Be accessible on House radio at all times during shift and promptly respond to incoming transmissions.
3. Ensure house is clean and safe prior to performances and events. Check and arrange for proper set up of logs, box and pit areas. Restore house after performance by returning equipment to designated areas.
4. Direct supervision of all volunteer RedCoats. Work with head ushers to ensure key assignments are adequately staffed. Provide RedCoats with show instructions.
5. Secure all show related materials from the ticket office. Coordinate all special needs requests from guests and special events/ promotions relating to the event.
6. Coordinate distribution of programs, stuffers and assistive listening devices.
7. Respond to and resolve guest concerns courteously and effectively, including seating issues, temperature complaints, flash cameras, late arrivals and unruly individuals.
8. Respond to guest medical emergencies. Safely evacuate theater in the event of an emergency. Prepare accurate incident reports.
9. Collect and log lost and found articles and turn items over to Central Security.
10. Serve as the primary liaison between the front and back of house for all performance related issues.
11. Prepare accurate House and Resident Company Reports in a factual and professional manner.

QUALIFICATIONS:

1. Excellent communication skills, both verbal and written.
2. Certified in CPR and AED.
3. Ability to handle all physical requirements of the job, including ability to stand for long hours during performances, climb stairs to all levels of the theaters and lift up to 30 pounds.
4. Knowledge of current PC hardware and software.
5. Outgoing, people oriented person, with outstanding interpersonal skills.
6. Self-motivated with strong organizational skills.

EMPLOYEE'S SIGNATURE: _____ DATE: _____

APPROVED BY: _____ DATE: _____

UPDATED: June 6, 2016