



House Management staff

As of: June 18, 2021

Status: Part-Time, Hourly, Non-Exempt

Hours: Approx. 20 hours per week

Schedule: Weekends, Evenings, Holiday Season required

Wage: \$17/hour

Company Overview:

Founded in 2003, San Francisco Playhouse has grown to be the second largest non-profit theatre company in San Francisco. Powered by a team of energetic and innovative theatre lovers, we present a six-play mainstage season that includes world premieres, musicals, and off-Broadway plays that embrace the founding mission to serve as our community's Empathy Gym. In addition to onstage programming, we sponsor a Rising Star Education Program for high school students, commission new playwrights, and have a second, Sandbox Series of world premieres to promote new playwrighting talent. Refer to sfplayhouse.org for more information about our company.

Position Overview:

The House Manager is the primary contact to welcome and ensure a positive experience for patrons arriving at the theatre. They keep the lobby safe and supervise the show starting on time and running smoothly. They handle all seating, troubleshoot patron issues and serve as the face of San Francisco Playhouse.

Key Responsibilities:

- House Manager (reports to Front of House Manager)
 - Work on average 3 shifts per week; Saturdays, Sundays & holiday season required. *
 - Train and supervise up to 6 volunteer ushers per shift (new people daily).
 - Liaise with Box Office to resolve ticket issues, and Stage Management to keep the show running on time
 - Make announcements regarding House opening and intermission ending
 - Answer questions, direct traffic, and keep the show running smoothly
 - Seat late-arriving patrons according to policy

- Clean up the seating area after the show is over; collaborate with concessions staff to maintain cleanliness throughout theatre, lobby, hallways, restrooms.
- Write and email daily show reports

* Holidays: We currently do not have performances on Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Day, but we do have performances immediately before and after those holidays, including some two-show days.

Qualifications:

- A welcoming attitude with customer service experience required.
- Background and love of Theatre Arts a plus (House or Stage Mgmt. experience a definite plus!)
- Computer savvy and a people person
- Ability to lift 20-30 lbs., use stairs and remain standing for 2 hours at a time
- Evening, Weekend & Holiday Season Availability Required (Open availability preferred)
- Must be a reliable and flexible team player who can think on their feet
- If you can charm the public while maintaining a professional, positive attitude, you are the person for us!

Thank You