

House Manager

Position Overview

The House Manager serves as the primary contact for patrons arriving on the day of their show and oversees all customer-facing operations during performances and events. They maintain a welcoming environment and are knowledgeable about the performance and theater layout. They handle all seating, troubleshoot patron issues, as well as train and manage volunteer ushers. They ensure that the show begins on time and is the first point of contact for all onsite emergencies. The role requires strong leadership, exceptional communication, and problem-solving skills. Experience in event or theater management, excellent organizational skills, and the ability to work flexible hours, including evenings and weekends, are essential. The House Manager reports directly to the Front of House Manager.

Job Details

Pay Rate: \$20-\$24 Hourly, Part-Time, Non-Exempt

Schedule: Evenings Required, Performances run Tuesday-Sunday, 5-Hour Shift, 10-25 hours/wk

Key Responsibilities

- Oversee audience entry, seating, and exit to theater in order to maintain safety and accessibility standards
- Train and supervise up to 5 volunteer ushers per shift
- Liaise with Box Office to ensure all ticketholders are seated before curtain
- Coordinate with Stage Manager and Production team to ensure seamless event timing
- Make announcements to audience regarding house opening and intermission ending
- Handle all customer inquiries, complaints, and special requests with professionalism and efficiency
- Seat late-arriving patrons according to policy
- Maintain cleanliness and organization of orchestra, mezzanine, lobby, restroom, and shared spaces, restocking supplies as necessary
- Prepare and submit daily Front of House report via email at the close of each shift
- Secure and lockup facilities once all patrons have exited the theater and lobby

Qualifications

- Prior experience in event management, theater operations, or customer service leadership
- Proven ability to manage high-pressure situations and crowds with calmness and professionalism
- Strong organizational, communication, and problem-solving skills
- Ability to work flexible hours, including evenings, weekends, and holidays

- CPR and First Aid certification (or willingness to obtain)
- Experience managing volunteers or part-time staff is preferred
- Knowledge of theater or event ticketing systems is a plus