



**House Manager**

<b>Department:</b>	Operations
<b>Job Title:</b>	House Manager
<b>Reports To:</b>	Audience Services Manager
<b>Type of Position:</b>	Part-Time & On-site / Hours Based on Performance & Event Schedule, primarily evenings and weekends, holidays may be included

**GENERAL DESCRIPTION**

The House Manager is a part-time position reporting to the Audience Services Manager. This position is on-site for performances and events, responsible for leading the Front of House team and collaborating with Box Office, Security, Concessions, and Backstage. This role will exist among a team of house managers and will be scheduled according to the needs of the venue and individual performances. More than one house manager can be scheduled per shift.

Primary responsibilities include oversight of all part time front of house personnel during events and performances, filling out detailed reports for internal distribution on event specifics, cash handling, responding to incidences or emergency situations onsite throughout event execution, and maintaining excellent customer service standards within the part time front of house team.

**DUTIES AND RESPONSIBILITIES**

**80% Performance, Event, and Concessions Oversight**

- Responsible for the execution of all performances and events
- Works closely with Audience Services Manager to transition performance and event details to front of house team and with the Operations and Events Manager to transition concessions and event details to concessions and event teams.
- Preps and supports all part time personnel for performance or events, including running pre-shift meeting(s) for staff and volunteers, affirming concessions and lobbies are prepared.
- Confirms that program books and/or additional collateral specific events are prepped and ready.
- Responsible for maintaining the front of house timeline per event in collaboration with all event teams (opening lobbies and auditorium doors, making lobby calls, closing theater post-event, etc.)
- In consistent communication with the front of house teams throughout a performance or event to ensure excellent customer service and time-sensitive responses
- Communicates with Security and Venue Services and maintains emergency/facility support from Facilities throughout events
- Communicates actively with backstage, Box Office, Operations, and Concessions representation onsite on any issues, responding to patron requests or issues
- Responsible for the creation and distribution of a Performance Report per each event, detailing event specifics such as timings, attendance, special events, lobby set ups
- Responsible for opening and closing of all concessions stands, including handling of cash.
- Completes Incident Reports as needed and communicates with Audience Services Manager surrounding any high-level issues that should be shared with Sr. Leadership
- Responsible for opening and closing cash handling duties for all concessions and merchandise set ups.

### **20% Operational Support & Performance Advancement**

- Provides support for Audience Service Performance Reviews
- Monitors and communicates any equipment and uniform needs to Audience Services Manager
- Monitors any technical issues with ticket scanner and POS systems and communicates if technical service is needed
- Assists with training of part time personnel in collaboration with Audience Services Manager
- Attends internal operations meetings as needed to review all operational activity for specific events or high-level events.

### **EXPECTATIONS AND EXPERIENCE**

As a member of the Theater team, the House Manager is expected to:

- Uphold the Harris Theater's mission to be a home for music and dance, and embody organizational core values of artistic integrity, collaboration, belonging, respect, and resilience.
- Onsite or attend performances/events as required for your role.
- Participate in organizational and regular team meetings, share ideas, and communicate openly with peers and supervisor about questions, challenges, and successes.
- Maintain professional conduct and represent the Theater positively in all interactions with artists, renters, partner organizations, donors, vendors, volunteers, patrons.

The ideal candidate will have:

- Experience or demonstrated interest in front of house management, customer service, volunteer management, arts administration, or a related field
- Strong communication and organizational skills and a willingness to collaborate with colleagues
- The ability to prioritize, manage multiple projects simultaneously, and maintain focus in a fast-paced environment
- Experience with Microsoft Office suite
- BASSET & CPR/AED Certification
- Cash Handling Experience.

### **COMPENSATION AND INSTRUCTIONS TO APPLY**

This is an hourly position. Compensation starts at \$17.00 per hour.

Please submit a Cover Letter and Resume to [jobs@harristheaterchicago.org](mailto:jobs@harristheaterchicago.org) No phone calls please.

The Harris Theater is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, veteran, national origin, or disability status or any protected characteristic as outlined by federal, state, and local laws.

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting [info@harristheaterchicago.org](mailto:info@harristheaterchicago.org)