



**House Manager
2021-2022 Season**

Department:	Operations
Job Title:	House Manager
Reports To:	Front of House & Audience Services Coordinator
Type of Position:	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 Front of House and Audience Services Coordinator. This position is on-site for performances and events, responsible for leading the Front of House team and collaborating with Box Office, Security and Backstage. This role is intended to allow for multiple individuals that work in a rotation but will be assessed based upon experience and venue needs.

Primary responsibilities include oversight of all part time front of house personnel during events and performances, creating detailed reports for internal distribution on event specifics, 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 Oversight

- Responsible for the execution of all performances and events
- Works closely with Front of House & Audience Services Coordinator to transition performance and event details to front of house team
- Preps and supports all part time personnel for performance or events, including running the pre-shift meeting(s) for staff and volunteers, affirming concessions and lobbies are prepped
- 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 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
- Completes Incident Reports as needed and communicates with Front of House & Audience Services Coordinator surrounding any high-level issues that should be shared with Sr. Leadership
- Supports administrative tasks for part time personnel as needed (such as requesting off, ticket requests, switching shifts, troubleshooting clock in/clock out issues)

20% Operational Support & Performance Advancement

- Provides support for Audience Service Performance Reviews
- Monitors and communicates any equipment and uniform needs to Front of House & Audience Services Coordinator
- Monitors any Ticket Scanner unit issues and communicates if technical service is needed
- Assists with training of part time personnel in collaboration with Front of House & Audience Services Coordinator
- 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, and respect
- 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

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 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.