



House Manager

Theater Works is a not-for-profit company which provides the most comprehensive programming of any performing arts organization in the West Valley. As the Managing Tenant of the Peoria Center for the Arts, Theater Works produces full seasons of theater (MasterWorks), youth theater (YouthWorks), puppet theater (PuppetWorks), educational camps, workshops, internships, and youth performances troupes (Stardust, Kids Alive!, and YouthWorks Academy).

Theater Works is seeking a **House Manager** to assist in supervising Front of the House operations and volunteer staff while facilitating a fun and memorable theater experience for our patrons. Must be comfortable in a fast-paced, creative environment with a focus on top-notch guest relations. House Manager will be scheduled approximately 30 hours **per MONTH**, typically one to two shifts per weekend.

Duties and Responsibilities:

- Coordinate & manage all Front of the House pre and post show needs between Patron Services, Stage Management & Volunteer Ushers to ensure a fun, friendly & professional theater going experience.
- Ensure safety and well being of patrons, volunteers and staff before, during and after performances; including Evacuation and Medical procedures when necessary.
- Provide resources for patron needs and safety to comply with the Americans with Disabilities Act (ADA).
- Supervise teams of Volunteer Ushers for the performance and communicate all pre & post performance duties and evacuation information in pre-show Usher Meeting.
- Inventory and balancing of funds for concessions for each performance.
- Monitor the Will Call line and assist Patron Services if there are patrons needing assistance.
- Exceed customer service expectations to ensure return business with our patrons.
- Compile information about performance for Operations Manager/Volunteer Coordinator.
- Working with Volunteer Coordinator regarding volunteer performance, attendance, and service goals and participate in orientations and special events.
- Prepare the Front of the House and concessions for the next performance.
- May have to "refresh" bathroom as custodial is not always present for McMillin Black Box or Mary Jane Gyder Main Stage performances.
- Secure the facility at the end of the shift.
- Additional duties as assigned.

Minimum qualifications:

- Must be over 18 years of age.
- Prefer to have at least one year supervisory experience; cash handling.
- Excellent organizational skills and must be able to work independently.
- Outgoing, friendly, quick thinking, and solution oriented personality with the ability to multi-task in a fast paced performing arts environment.
- Able to stand for long periods of time and lift a minimum of 35 pounds.
- Ability to reconcile patron concerns in a friendly, professional manner.
- Computer software skills, such as but not limited to MS Word, Excel & Outlook.
- Flexible schedule with Nights & Weekends required.