



House Manager Job Description

TheaterWorks is a non-profit theater company which provides the most comprehensive programming of any performing arts organization in the West Valley. As the resident theater company of the Peoria Center for the Performing Arts, TheaterWorks produces full seasons of theatrical performances, educational camps, classes, and workshops.

TheaterWorks is seeking a House Manager to supervise and maintain 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 based on the availability of current productions and events. This position requires weekend and evening availability, averaging about 1-3 shifts per week during a run of a show. Opportunity to cross train as a bartender is available.

Pay Rate: \$14.00/hr

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 Emergency 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.
- Assist Bartender with concessions needs, including but not limited to: stocking food and beverage items, handling money, assisting with patron needs.
- 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 Front of House Liaison and Director of Patron Development.
- Working with FOH Liaison regarding volunteer performance, attendance, and service goals and participating in orientations and special events.
- Prepare the Front of the House and lobby for the next performance.
- May have to "refresh" bathroom as custodial is not always present for two show days
- 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.
- Excellent communication
- Outgoing, friendly, quick thinking, and solution oriented personality with the ability to multitask 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

How to Apply:

Please Complete the Employment Application and email it to paulp@theaterworks.org