

HOUSE MANAGER

GENERAL DESCRIPTION: The employee in this class will be responsible for overseeing all aspects of the patron experience at the Jackson Theatre, including ticketing, ushering, concessions, and audience services. This position requires strong leadership skills, excellent customer service, and the ability to manage a team in a fast-paced environment. This employee is under the direct supervision of the Jackson Theatre Operations Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

- Oversees the day-to-day operations of the front of house areas, including the box office, lobby, ushers, and concessions;
- Assists in hiring, training, scheduling, and supervising front of house staff, including ushers, ticket sellers, bartenders, and concessions workers;
- Ensures that all front of house staff is properly trained in customer service, safety procedures, and venue policies;
- Coordinates with the production team to ensure that front of house activities are aligned with performance schedules and technical requirements.
- Assists in overseeing ticketing operations, including selling tickets, handling exchanges and refunds, and reconciling cash drawers;
- Monitors audience flow and seating arrangements to ensure a smooth and efficient experience for patrons;
- Addresses patron inquiries, concerns, and complaints in a prompt and professional manner;
- Maintains cleanliness and organization in all front of house areas, including the lobby, restrooms, and concessions stands;
- Manages inventory and assists the Jackson Theatre Assistant Operations Manager with ordering for concessions, ensuring that supplies are stocked and equipment is maintained;
- Collaborates with marketing and promotions teams to develop strategies for increasing ticket sales and patron engagement;
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Ability to work flexible hours including evenings, weekends and some holidays; strong leadership and supervisory skills, with the ability to manage a team; excellent public relations, customer service, and communications skills, with the ability to interact professionally with patrons and staff; knowledge of ticketing systems and box office operations; strong organizational and multitasking skills, with the ability

to prioritize tasks in a fast-paced environment; and familiarity with safety and security procedures in a public venue.

ACCEPTABLE EXPERIENCE AND TRAINING: Must possess a high school diploma or GED; supplemental business courses at the college level in management and/or accounting techniques and computers, and minimum 3 to 5 years of experience in front of house management, event management, or related field, or any combination of education, training, and experience which provides the necessary knowledge, skills and abilities to perform the essential functions of the job.

OTHER REQUISITES: From time to time the incumbent may be assigned special duties by a superior or, on a temporary basis, may be asked to assist other employees occupying a different position. Employees in this class may be required to work overtime, weekends, holidays and may be in an on-call status from time to time. This job description should not be construed as an all-inclusive statement of every task required of this position, but as fair representation of the great majority of the work. Every effort will be made in advance to inform the incumbent of the temporary additional assignment, which under no circumstances are intended to constitute a demotion.

ADA REQUIREMENTS:

Physical Requirements: Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 lb.); and occasional lifting or carrying moderately heavy (20-50 lbs.) items; and minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods of time at a computer/keyboard.

Environmental Requirements: Task is regularly performed without exposure to adverse environmental conditions (e.g. dirt, cold, rain, fumes).

Sensory Requirements: Task requires sound perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability,

Reasonable Accommodation(s): Reasonable accommodations(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Classification: 5
Non-Exempt
August 12, 2024