



House Manager

The Perkinson Center for the Arts and Education is seeking customer service-oriented candidates for the part-time position of House Manager. Perkinson Center House Managers are the face of our organization and welcome patrons to the theater, oversee onsite ticket and concessions sales, and are responsible for smooth front of house operations during scheduled performances and events. This position is essential to creating a welcoming, safe, and comfortable atmosphere for patrons and artists at the Perkinson Center.

Hours: Part Time Position

Hourly wage: \$25.00

Responsibilities/Duties:

- Oversee all Front of House activities before, during, and after a performance or event and ensure that all areas are in guest-ready condition in preparation for patron arrival and after patron departure.
- Ensure that the outside main entrance, lobby, gallery area, theatre, and restrooms are clean and safe for patrons.
- Supervise and provide assistance to Box Office and Concessions staff.
- Ability to use independent judgment and decision-making.
- Supervise and train volunteer ushers to ensure patrons are provided with a warm welcome, hospitable atmosphere, and organized crowd-control.
- Communicate and coordinate with Stage/Production Management to allow a seamless turnover of the house, lobby, and stage areas at house loading, show start, intermission and audience exit.
- Ensure compliance with safety guidelines, emergency preparedness protocols, and incident reporting requirements and in the event of an emergency possess a willingness to respond accordingly in any given situation.

- Address and resolve patron complaints in a professional and respectful manner and document patron feedback.
- Be knowledgeable about the company, current productions, current season, upcoming events, and how they may affect house operations.
- Oversee and perform box office and concessions cash and credit sales transactions using our in-house POS in a fast-paced environment, often with competing priorities.
- Perform end of day cash register reconciliation and deposits.
- Assist all Perkinson Center staff with the completion of projects, as needed. Other duties as assigned.

Qualifications:

- Knowledge and experience with front-of-house operations and practices within the performing arts industry.
- Managerial experience involving the oversight of full-time staff, part time staff, and volunteers.
- Excellent interpersonal and communication skills.
- Prior guest services experience.
- Experience in cash handling and operating POS systems and possess a willingness to learn new software applications.
- Knowledge of PC/MAC operations and software. Knowledge of various ticketing systems is preferred
- Ability to multi-task under pressure and prioritize multiple activities within a short timeframe.
- Evening and weekend availability is an absolute must for any candidate.
- This position requires the ability to lift up to 25lbs.

To apply:

Send resume to jobs@perkinsoncenter.org with “House Manager Candidate” in the subject line.

No phone calls please.