

Job Title: House Manager (Full time, hourly)

Organization: Pasadena Playhouse

Department: Patron Services

Reports to: Director of Patron Services & Sales

Direct Reports: Front of house team and volunteer ushers

About The Playhouse: Pasadena Playhouse is one of the top regional theaters in the country and the State Theater of California. Under the leadership of Producing Artistic Director Danny Feldman, it presents a full season of artistically innovative productions and engaging educational outreach activities to nearly 150,000 Southern California residents annually in two spaces: the 640-seat main stage theater and the 99-seat flexible Carrie Hamilton Theater. By focusing on the creation of great productions, the expansion of educational and outreach programs, the development of new plays, and the creation of innovative programs to build community, The Playhouse will boldly lead the field into the next 100 years of great theater.

About the Position: As an integral part of the frontline of our organization, the House Manager oversees all front of house operations before, during, and after a performance. It is the responsibility of the House Manager to ensure an excellent patron experience while they are on-site for performances, and to be the on-site authority in the event of an emergency. This position oversees all front of house staff and volunteers, and works in tandem with the box office during performances. Hours may vary depending upon performance schedules for our two theaters, the Playhouse Stage and Carrie Hamilton. Evenings and weekends required.

The Playhouse is seeking someone who can demonstrate strong leadership skills, work as part of a team, is highly-motivated, process-oriented, and has a passion for customer service. The ideal candidate must have strong initiative, great problem-solving capability, excellent communication skills, and a can-do attitude. The company is growing and changing, so flexibility in job duties, description and expectations is a must!

Responsibilities:

- Ensure the highest level of customer service
- Manage front of house operations for performances
- Manage and train lead ushers and volunteers
- Coordinate lead usher and usher schedules for Mainstage performances, Carrie Hamilton performances, and add-on events
- Communicate regularly with the Director of Patron Services & Sales and Patron Services Manager to share complete and accurate information with house managers, ushers, and patrons
- Manage the relationship with our concessions vendor
- Manage student usher program
- Adhere to performance schedule timelines and communicate with stage management and box office during pre-show, performance, and post-show period
- Greet and seat audience members, including offering special assistance to people with disabilities
- Address on-site patron concerns, questions, and problems
- Manage ticket scanners each night
- Manage emergency protocol and training for all front of house staff
- Act as the on-site authority in the event of an emergency

- Create and send front of house reports after each performance
- Assist Facilities Manager with special events and onsite Board meetings
- Manage inventory and organization of the Library, our Member Lounge
- Attend periodic mandatory Patron Services and front of house meetings
- General clerical duties, including cash management on occasion
- Other duties as assigned to support the needs of the department and the organization

Minimum Qualifications and Competencies

Education/Experience: Previous experience in customer service and front of house required. Previous management experience preferred. Excellent communication skills, both written and verbal. Ability to work evenings and weekends required.

Supplemental Functions: Perform other duties as assigned. The employee is occasionally required to lift and/or move up to 15 pounds.

Working Conditions: No major sources of discomfort. Candidates must be able to walk up and down stairs as there is no elevator access to our mezzanine level. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation: Compensation is commensurate with experience and ability.

To Apply: Please email a cover letter and resume to rspacca@pasadenaplayhouse.org. No phone calls please.

We work to maintain a positive environment for our employees, where people can learn, grow and thrive with the company. We strive to provide a collaborative, creative, transparent workplace where each person feels encouraged to contribute to our processes, decisions, planning and culture.

Pasadena Playhouse is an Equal Opportunity Employer.