

**Job Title:** Assistant House Manager (Part time, Hourly)

**Organization:** Pasadena Playhouse

**Department:** Patron Services

**Reports to:** Full-Time House Manager

**Direct Reports:** None

**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 Assistant House Manager will work in tandem with the lead House Manager on all front of house operations before, during, and after a performance. It is the responsibility of the House Manager and Assistant House Manager to ensure an excellent patron experience while onsite for performances, and to be the onsite authority in the event of an emergency. This position partially oversees all Front of House volunteers, and provides special assistance to patrons with disabilities during performances.

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.
- Assist the House Manager in managing all front of house operations before, during and after a show including organizing all volunteers/ushers.
- Assist the House Manager in overseeing the volunteer ushers during performances.
- Communicate regularly with the full-time House Manager, Director of Patron Experience & Sales and Patron Services Manager to share complete and accurate information with ushers and patrons.
- Offer special assistance to patrons with disabilities.
- Address onsite patron concerns, questions, and problems.
- Assist with the communication, coordination and scheduling of volunteer ushers.
- Attend periodic mandatory all staff and departmental meetings.
- Other duties as assigned to support the needs of the department and the organization.

**Schedule and Hours:** Hours range from 0-30 hours per week based on production schedule on the Playhouse Stage, Carrie Hamilton Theater as well as off-site Playhouse events. Ability to work evenings and weekends is required with the majority of hours taking place between 6PM-10PM in the evenings and 12PM-10PM on the weekends.

## **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.

**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:** \$19/hour. Hours range from 0-30 hours a week based on production schedule.

**To Apply:** Please email a cover letter and resume to [eminotte@pasadenaplayhouse.org](mailto:eminotte@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.