



Job Description

Job Title: House Manager (Part Time, Hourly, Seasonal)

Organization: Pasadena Playhouse

Department: Patron Experience

Reports to: Director, Front of House & Hospitality

Direct Reports: Front of House volunteers

About The Playhouse: Pasadena Playhouse makes theater for everyone. As the official State Theater of California, our mission is to enrich people's lives through theater and programs in order to reflect its local and state-wide communities. Founded in 1917, the Playhouse understands the gravity of its responsibility to represent California's diverse population and their stories, and we program our season with this at the forefront of our decision making.

Under the leadership of Producing Artistic Director Danny Feldman, the Playhouse 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 643-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, the Playhouse will continue to be a leader in the industry.

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 performances. It is the responsibility of the House Manager to ensure an excellent patron experience while they are on-site, exhibiting a high level of professionalism and acting as the on-site authority in the event of an emergency. This position oversees front of house volunteers, and works in tandem with the box office to ensure the smooth execution of performances. Hours fluctuate depending upon performance schedules for our two theaters on-campus, the Mainstage and Carrie Hamilton as well as other Playhouse venues. Evenings and weekends required.

The Playhouse is seeking a self-starter who can demonstrate strong leadership skills, work as part of a team, is highly-motivated, process-oriented, and has a passion for creating a positive guest experience. The ideal candidate must have strong initiative, great problem-solving capability, excellent communication and organization skills, a can-do attitude and is interested in fostering and sustaining a positive, inclusive working environment for all.

The Playhouse is growing and changing, so flexibility in job duties, description and expectations is a must!

Responsibilities:

- Ensure the highest level of customer service
- Collaborate with your fellow House Manager to oversee front of house operations and supervise volunteer ushers during performances, taking the lead to ensure a smooth guest experience
- Greet and seat audience members, including offering special assistance to people with disabilities
- Address on-site patron concerns, questions, and problems
- Adhere to performance schedule timelines and communicate with stage management and box office during pre-show, performance, and post-show period



- Maintain emergency protocol and attend periodic safety trainings with front of house staff
- In tandem with your fellow House Manager, act as the on-site authority in the event of an emergency
- Create and send front of house reports after each performance
- Attend periodic mandatory Patron Experience and front of house meetings
- 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 \$25.00/hr. Hours range from 0-25 hours a week based on production and event schedule.

To Apply: Please email a cover letter and resume to Emily Minnotte, Director, Front of House & Hospitality at eminnotte@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.