**HOUSE MANAGER (Part Time, On Call)**

Meany Center for the Performing Arts’ mission is to present performances that advance public engagement, cultural exchange, creative research and learning through the arts, focusing on the Meany Center Visiting Artist Series, UW academic performances and third-party rentals. The Audience Services Department is responsible for live show and event management of our performances, as well as providing customer service, guest amenities, safety and relationship management for our guests and producing partners. The Audience Services team executes this work through a Director of Audience Services, House Managers and a large team of student ushers. Meany Center’s Audience Services Department operates the Katharyn Alvord Gerlich Mainstage Theater, the Studio Theatre and all Meany public lobby spaces. Meany Center produces approximately 165 public events each season.

The House Manager is the primary contact to the audience and client representatives in regard to front of house at events and leads the usher staff at these events. Primary focus is on staffing, execution of events and related administrative tasks.

* **Staffing**
  + Usher staff leadership
    - Assist Lead House Manager & Director of Audience Services with yearly manual updates
    - Assist in setting training agenda and actively participate in the training sessions
    - Night Of Event Leadership
  + Give input into mid-season performance reviews for all usher staff
* **House management (KAG & Studio, occasional Jones)** 
  + Responsible for opening and closing of audience area of the theater
  + Coordinate activities with backstage operations, concessions and night of event ticket office to ensure a timely event.
  + Lead Audience services staff includes briefing of personnel, assigning stations, monitoring staff and interfacing with clients and audiences.
  + Lead audience services staff in medical responses, audience evacuation in emergency situations.
  + Obtain sales data from food & beverage caterer
  + Promote, foster and monitor a strong commitment to customer service among the audience services staff.
  + Foster an environment of equity and inclusivity for staff, artists and patrons
  + Prepare show reports -
    - Archival report
    - Attendance report (using Tessitura Ticketing Software)
    - Merchandise report
  + Event signage as needed
  + ADA accommodations
* **Administrative**
  + Lobby lights
    - Change out all burnouts in lobby except for fluorescents and exit lights
    - Change out aisle light burnouts in house
  + Maintenance of usher room supplies, bulletin boards, evergreen signage, contact sheets, ticket stubs.
  + Attend quarterly Audience Services leadership team staff meetings
  + Maintain current FA/CPR and WA St Food Handler permits

**MINIMUM QUALIFICATIONS**

* High school graduation or equivalent AND two years of experience in event house management.
* Demonstrated experience in a lead capacity.
* Ability to work evenings and weekends based on event schedules.
* Strong customer service skills and familiarity with principles and methods of crowd control, have strong organizational skills and attention to detail.
* The ability to work with a wide variety of people, including university faculty, staff, students and the outside community.
* Ability to lift and carry equipment up to 30 pounds, to stand for up to 4 hours at a time and negotiate stairs is required.
* Proof of vaccination required upon hiring.
* First Aid and CPR certifications required upon hiring or in the first month of employment.

**DESIRED QUALIFICATIONS**

* Experience leading student staff in a professional environment.
* Experience in health and safety and emergency protocols for public events.
* Ability to assess potential difficult situations effectively and make quick, tough decisions ina dynamic environment.
* Ability to work both independently and as part of a team.
* Demonstrated understanding around Diversity, Equity, Inclusion and Access in the Performing Arts or related fields or areas.
* Demonstrated ability to multi-task and manage time wisely (experience prioritizing and managing deadlines) with strong communication and organizational skills.

**PAY RATE**

* $21.50/hr

**TO APPLY**

* Send resume and cover letter to Nancy Hautala, Director of Audience Services, bnancy@uw.edu