

# MEANY HALL FOR THE PERFORMING ARTS

## House Manager—Temporary Hourly Position Job Description

### INTRODUCTION

Meany Center for the Performing Arts is considered one of the region's premier performance facilities, beloved by artists and audience members alike for its outstanding acoustics and intimate ambiance. Individual performance venues include the 1210 seat Katharyn Alvord Gerlich Theater and the 238 seat Meany Studio Theatre.

### JOB DESCRIPTION

The House Manager, reporting to the Audience Services Manager, is the Meany Center for the Performing Arts primary contact to the audience and client representatives in regards to front of house at assigned events and leads the usher staff at these events.

#### **Duties:**

- Responsible for opening and closing of lobby portion of Meany Hall.
- Coordinate activities with the backstage operations, concessions and night of event ticket office staff to ensure a timely event.
- Lead FOH usher staff during assigned performances. Includes briefing of personnel, monitoring staff, maintaining performance records and interfacing with clients and audiences.
- Remain alert to the facility during events: report damage or malfunctions to appropriate personnel; take steps to isolate areas where safety concerns exist; enforce safety regulations and take action to remedy unsafe conditions.
- Lead FOH usher staff in audience evacuation and safety during emergencies.
- Responsible for inventory counts of merchandise and collection of house percentage from vendor and preparation of deposit.
- Responsible for facilitating disability seating needs, and other client or patron issues that may arise before, during or following events.
- Responsible for overseeing lobby setup/tear down for all events related to the performance such as merchandise tables, displays, VIP lounge, receptions, etc.
- Promote, foster and monitor a strong commitment to customer service among the usher staff.
- Work closely with clients to ensure that event admissions needs and standards are met.
- Prepare and distribute merchandise sales, archival and ticket reports.

- Participate in staff training.
- Perform related duties as required.

### **MINIMUM QUALIFICATIONS**

- High school degree or two years equivalent experience
- Ability to work evenings and weekends based on event schedules.
- Demonstrated experience in and working knowledge of event admissions management.
- Demonstrated experience in a lead capacity.

### **ADDITIONAL QUALIFICATIONS**

- Strong customer service skills.
- Familiarity with principles and methods of crowd control.
- Ability to assess potentially difficult situations effectively and make quick, tough decisions in a dynamic environment.
- Ability to develop and maintain lasting partnerships with a variety of internal and external customers, clients, co-workers with often conflicting needs and goals, excellent interpersonal communication skills a must.
- Ability to work both independently and as part of a team.
- Maintain up-to-date First Aid and CPR certification
- Ability to lift and carry equipment up to 30 pounds and to stand for up to 4 hours at a time and negotiate stairs.

### **DESIRED QUALIFICATIONS**

- Event staffing and operations experience in the performing arts.

### **SALARY**

- Commensurate with experience. Hourly range: \$18 - \$21 (no benefits)

### **TO APPLY**

- Send cover letter and resume to Nancy Hautala, Audience Services Manager at [bnancy@uw.edu](mailto:bnancy@uw.edu)