



Position Title: House Manager

Reporting to: Office Manager

Hours of Work: This is a part-time position. The hours of work start 1.5 hours before the performance and finish after completing assigned duties after the performance. Evening and Weekend availability will be required.

Position Summary: The House Manager will be responsible for the management of the theatre complex and supervision of the volunteer ushers during performances to ensure the comfort and safety of the patrons.

Duties and Responsibilities:

- \* to prepare and open the theatre for use by patrons
- \* to maintain stock for the concessions & Bar
- \* to supervise the Front-of-House staff and volunteers. This will require communication with the Volunteer Coordinator to ensure proper staffing is in place for each event
- \* to ensure that the house programs are ready for distribution
- \* responsible for ensuring a positive patron experience
- \* provides leadership in emergency situations, such as medical duress, fire alarms, and inclement weather.
- \* to coordinate with the stage management staff regarding performance timelines, curtain speech, intermission, and provide a "house" details report to the stage manager at the end of the show
- \* to supervise the operation of the bar and concessions and assist as a bartender when required
- \* to supervise the volunteer(s) conducting the 50/50 ticket sales
- \* to conduct the 50/50 draw
- \* to account for all concessions and the 50/50 draw monies
- \* to respond to patrons' comments and/or complaints
- \* to tidy up the auditorium and lobby, and leave a maintenance/inventory/cleaning needs list with the Office Manager
- \* to carry out other related duties as required

Qualifications:

Educational Requirements:

- \* a minimum of a Secondary School Diploma
- \* Clear Criminal Reference Check & Vulnerable Sector Screen
- \* Smart Serve Certification

Knowledge and Experience:

- \* experience working with the public, ideally with large groups
- \* strong organizational skills are an asset
- \* experience balancing cash

Demonstrated Competence:

- \* to provide excellent customer service and resolve conflicts
- \* to communicate orally and in writing in an effective manner with the Artistic Director, Stage Management, Ushers, Box Office staff and patrons
- \* to accommodate competing demands
- \* a facility for public speaking, making announcements
- \* to effectively supervise ushers in a positive and supportive manner

Remuneration: This position pays \$15 per hour (min. wage), plus vacation pay, as well as required employer payroll contributions (CPP, EI).

Updated: September 20th, 2022