

Friday, August 18, 2017

HOUSE MANAGER/THE JOYCE THEATER

Company: The Joyce Theater Foundation
Location: New York, NY

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GENERAL DESCRIPTION:

The House Manager's primary responsibility is to oversee all aspects of Front-of-House operations during performances. This includes: supervising the Assistant House Manager, sub-managers, ushers, bartenders, and lobby attendants; maintaining the safety and well-being of all persons in the building and upholding a first-rate level of customer service with all Joyce Theater patrons.

a. This is an exempt, full-time salaried position with full benefit package.

b. The work schedule follows the performance schedule: evening and weekend work; must be flexible. The HM will have the dark day (generally Monday) off plus one other day off except that the HM is required to work opening nights which are generally Tuesday or Wednesday. Weekends often have matinee performances as well as evening performances. HM may be required to attend special events both on- and off-site.

c. The HM reports to the Theater Operations Manager.

SPECIFIC RESPONSIBILITIES:

Know the season schedule of companies, performances and events. Be aware of changes.

Recruit, maintain and schedule the FOH staff force including assistant manager, substitute managers, ushers, bartenders, concessionaires, door guards and lobby attendants.

Oversee the Assistant House Manager in the recruitment, training and scheduling of volunteer ushers.

Provide FOH staff training in customer service and customer safety throughout the season.

Be aware of technical issues of each performance that affect FOH such as: strobe lights, nudity, live music, loud music, amount of standing room available, etc. Discuss with the Production department and/or programming department. Communicate issues to the FOH staff as needed in keeping with customer service and safety.

Be aware of ticketing issues of each performance that affect FOH such as: number of seats sold (compare this to visual), cancellation line organization, problem ticket-buyers and patrons, etc. Discuss with the Box Office department and know the box office policies. Communicate issues to the FOH staff as needed in keeping with customer service and safety.

Be aware of visiting artist/company issues of each performance that affect FOH such as: "odd" performance times, early or late seating, dancer-audience interaction during performance, company receptions, etc. Discuss with Artist Services Manager or visiting company and know expectations and policies. Communicate issues to the FOH staff as needed in keeping with customer service and safety.

Via headset, communicate the start and end of each performance to Production staff and Stage Manager including the coordination of timely intermissions and pauses in between performances.

Receive patrons and supervise audience seating.

Be available to handle patron and company medical emergencies.

Be available to handle all issues that may arise during pre-show, show and post-show times such as noisy children, picture-taking, cellphone usage, difficult patrons.

HM must remain on duty until all patrons and FOH staff leave the Theater.

Monitor building for compliance with fire, safety and ADA regulations.

Maintain program book cabinet. Be aware of supply and communicate with Marketing department about quality and quantity.

Check all public areas of the Theater prior to receiving patrons.

Report any Theater issues such as broken seats, frayed carpeting, etc. to the Theater Operations Manager.

Understand operation of all fire and burglar alarm systems and be prepared to take charge of them in case of an emergency.

Have thorough knowledge of Theater evacuation procedures and be prepared to take charge of evacuation in the event of an emergency.

Provide Finance department with weekly accounting of bar and concession sales including accounting for sales of visiting company merchandise.

Compile and provide Finance with the bi-weekly payroll and complete paperwork on new hires.

Maintain FOH cash drawers and petty cash fund.

CERTIFICATION REQUIREMENTS

First aid

Adult CPR

Fire Guard

Fire Drill Conductor

Alcohol Seller / Server

Food Protection

OTHER REQUIREMENTS

Two or more years of experience as a House Manager in comparable theater setting

Proficient in Microsoft Office

Confident

Personable

Dance enthusiast preferred

To apply, please email resume and cover letter to: askurr@joyce.org

Please no phone calls.

AA/EOE

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