



Job Title: House Manager

Reports to: Event Services Director

Classification: Part-time, Non-exempt

Schedule: Nights and Weekends, with required flexibility to work as needed for performances, events, and projects.

Job Summary: The House Manager is a crucial frontline leadership role responsible for ensuring the smooth, safe, and welcoming experience for all patrons attending performances and events at Thalian Hall Center for the Performing Arts. This individual oversees all front-of-house operations, including the lobby, audience seating areas, and patron services, before, during, and after each event. The House Manager leads and manages the volunteer team, resolves patron issues, and acts as the primary on-site authority in case of emergencies, working closely with the Box Office and Stage Management.

Supervisory Responsibilities:

- Volunteers

Duties/ Responsibilities:

- Represent Thalian Hall as the front of house representative and the main point of contact for public and private events.
- Coordinate with Administration, Box Office, and Technical Staff for efficient daily operations.
- Prepare the concession stands for event operations, including but not limited to: popping popcorn, wine and beer prep, restocking candy and water, and brewing coffee.
- Handle and count money in the register, deposit money, and end of the day reports.
- Inspect and ready all lobbies, auditoriums, and restrooms for public view in accordance with the needs of each individual event throughout the performances.
- Provide ongoing support, services, and access for patrons of any ability in compliance and, whenever possible, above and beyond current ADA standards.
- Communicate closely with the Stage Manager about show attendance, production progress/readiness, and any anticipated challenges.
- Assign volunteers to operational duties for each event.
- Responsible for the supervision of all volunteers on shift.
- Maintain vigilant attention to public spaces before, during, and after events.
- Oversee and enact all safety protocols in the event of an emergency.
- Wipe down and sanitize counters, soda fountain, kegerator, and restock the concession area as well as cleaning and shutting down the popcorn machine.

- Working alongside the Technician on Duty, making sure the building is locked and secured upon leaving for the day.

Major areas of responsibility typically include:

- Coordination and supervision of all volunteer positions on shift.
- Acting as a representative and advocate of the theatre along with volunteers and staff.
- Providing support and quick problem solving for patrons.

Someone in this position would ideally:

- Have strong customer service skills.
- Demonstrate a capacity to lead, manage, motivate, and inspire volunteers.
- Exhibit excellent interpersonal leadership and communication skills, both written and oral.
- Physically able to lift a minimum of 25 pounds.

General Schedule Includes: Nights and Weekends, with required flexibility to work as needed for performances, events, and projects.

This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required for the job.

The successful candidate for this position will be subject to a comprehensive pre-employment background check, including but not limited to social security verification, education verification, national criminal background checks and other categories relating to the position.

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