

HOUSE MANAGER

MYER HOROWITZ THEATRE

JOB SUMMARY

The House Manager reports to the Manager - Programming & Venues or designate. An understanding of general management techniques and procedures is essential. Good judgment associated in dealing with the public and staff is essential. General knowledge of production house and booking house operations are required.

DUTIES AND RESPONSIBILITIES

- 1) Oversee the Front of House staff including: ticket takers, coat check attendants, ushers, concession and merchandise sellers. In addition to Horowitz Theatre staff, the House Manager will oversee any employees and/or volunteers provided by the Theatre renters and assist in training them and keeping them informed of the needs of the event.
- 2) Prepare house for the Theatre renters and for audience access. Close the front of house at the end of an event.
- 3) Post directional, informational and regulatory signs and posters as necessary.
- 4) Apply house and specific program policy and intermission procedures.
- 5) Keep and verify records of staff work and attendance, security and general reporting, and assist in reconciliation and processing of admissions and merchandise commissions.
- 6) Ensure that the emergency, safety and comfort requirements of the patrons, renters and production staff are met and carried out as well as any duties required by a given situation.
- 7) Be knowledgeable of house information pertaining to specific current programs and upcoming programs.
- 8) Be suitably attired and groomed (as per the dress code), courteous, and conversant while on the job.
- 9) Perform other job related duties, within the bounds of the duties and responsibilities and required qualifications, as directed by the Manager - Programming & Venues or designate and in consultation with the Technical Director.

QUALIFICATIONS

- 1) Ability to establish good working rapport with employees in training and execution of Front of House functions.
- 2) Willingness to work a shift schedule involving extreme variation in the number of shifts and hours per shift, including nights, weekends and holidays as mutually agreed to by the employer, employee and the Union.
- 3) Ability to organize and coordinate the functions of Front of House operation and an understanding of employee relations and training techniques. Experience in managing staff is an asset.
- 4) Ability and desire to work with the public.
- 5) The ability to perform duties under pressure.
- 6) A basic understanding or aptitude pertaining to the arts and understanding of the Campus Community and the Students' Union Building (SUB) is an asset.