

Hamilton Fine Arts Center Sussex, WI

House Manager

**Position Title: House Manager**

Type of Position: Part-time, hourly, evening and weekends required

Immediate Supervisor: Hamilton Fine Arts Center Coordinator

Supervision Exercised: Volunteer Staff

Compensation: Based on experience

Position Summary: The House Manager oversees all front-of-house operations and ensures that all patrons and volunteers have an enjoyable evening. Includes supervision of volunteer staff, coordination of merchandise sales and lobby set ups, communication with box office and technical staff, and ensures that rules and safety procedures are adhered to. Successful House Manager will be able to troubleshoot problems quickly and effectively to guarantee patron satisfaction and safety (in case of emergency situations). Should be comfortable working independently and as part of a team. ***This part-time position requires someone who is willing to work a flexible schedule since evening and weekend hours are required. Hours are generally 15-20 hours a month September through May; Summer hours vary.***

Responsibilities:

1. Serves as the primary front-of-house contact for the duration of performances in Hamilton Fine Arts Center.
2. Handles all questions and concerns of volunteers and patrons. Troubleshoots issues as they arise.
3. Prepares building/theater and trains volunteers prior to events: Turns on lights in lobby; Unlocks doors; Walks through theater and makes sure everything is neat and orderly; Gives usher talk and emergency/evacuation procedures.
4. Makes sure that all doors are covered in the event of "no show" volunteers.
5. Communicates with box office and "tech in charge" to ensure that performances start on time.
6. Assists with special needs patrons before, during, and after the show.
7. Assists with point of sale for artists' merchandise, as needed.
8. Secures the building after all patrons and volunteers have left the building.

Work Requirements and Qualifications:

- High School diploma or customer service experience preferred.
- Ability to work in a fast-paced, ever changing environment.
- Motivated, pro-active, self-directed; Strong communication skills.
- Teamwork, interpersonal skills, conflict/resolution, and the ability to develop good relationships with staff, volunteers, and patrons.
- Enthusiasm and passion for the arts.
- Must be able to work evenings and weekends.
- Current CPR, first-aid, and AED certification preferred; Certification required for employment, but will be provided by the Hamilton Fine Arts Center, if needed.
- The above listing of responsibilities is not intended to be a complete listing of duties but merely a statement of examples of common duties to be performed. The Hamilton Fine Arts Center reserves the right to amend the above listing at any time at the discretion of the Hamilton Fine Arts Center Coordinator.

Please contact the HFAC coordinator for more information:

Lyn Hulkan

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