



# A Contemporary Theatre

## House Manager

Salary: \$21.50/hr

Status: Part-Time, Non-Exempt

### **About ACT**

ACT is where artistic ambition and civic engagement unite. We envision a world where the power of theatre expands our collective understanding of community and our own humanity. Over the last 55 years, ACT has supported these voices as they sharpen and grow and has honed its mission around nurturing the theatre makers of the next generation.

As the voice of the Pacific Northwest, our commitment to New Works by local playwrights brings Seattle's voice beyond our stages, and into the national conversation. ACT is dedicated to producing bold, relevant, works on contemporary themes that spark an authentic curiosity about the human condition to deliver groundbreaking work.

ACT strives to be a meaningful place to work. We take pride in our accomplishments and recognize our work is dependent upon our highly skilled colleagues and dynamic work teams. We want our art to be joyful and our work to have a spirit of adventure. It is our belief that thoughtful guardrails bolster an environment where we can all be brave and buoyant together. We work hard at building strong and productive relationships and use respectful communication and feedback to maintain them at the highest level. Taking great care to ensure and promote the safety and the wellbeing of our employees, our community, and the environment, we strive to always bring your best self, and to honor the best in others.

### **About the Role**

Do you have a passion for customer service? Do you have a strong desire to work with the public and are comfortable as a leader? ACT's patron-focused, impact driven Front of House team is looking for House Managers!

The House Manager works collaboratively with the Box Office, production, volunteer ushers, other Front of House staff, and administration to ensure the comfort and safety of our patrons. They work with Stage Management to ensure smooth show operations and minimize any disruptions to our patrons and the show; are responsible for the smooth operation of the house during the run of the show; welcome the public to the theatre and oversees their safety and well-being before, during, and after the show; answer questions; listen to patrons' compliments and concerns; make all audience members feel welcome.

The House Manager is at the helm, in coordination with the Production Stage Manager, in all emergency situations and implements safety and emergency protocols as warranted. They prioritize the physical safety of patrons and front of house staff.

As one of the primary patron-facing employees of ACT, they must execute their role with care, creativity, authenticity, and good judgement. This role actively participates in helping achieve all goals related to Equity, Diversity, Inclusion, Accessibility, and Belonging.

Benefits include access to \$5 downtown parking, and free tickets to ACT productions. COVID-19 vaccination is a condition of employment.



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## **Responsibilities Include (But Are Not Limited To):**

- Responsible for ensuring excellent customer service delivery from all front-of-house staff, providing exemplary leadership in their work
- Oversee Front of House staff and volunteers
- Connect with Box Office staff to acquire house information; ADA needs and reservations, master patron attendance list, resolve ticketing issues, and re-seat patrons as needed
- Ensure the ingress path is clean, safe, and ready to receive patrons
- Serve as on-site liaison and supervisor for concessions; ensure concessions table and staff are ready and in place when the building opens to the public
- Responsible for the safety of patrons and staff through a strong, working knowledge of ACT emergency procedures
- Oversee emergency operation procedures (evacuation, shelter in place, medical)
- Manage appropriate start time and turn house over to the Stage Manager in a timely and efficient manner, making sure the show runs smoothly
- Manage late arriving patrons and late seating during appropriate intervals in the program
- Write detailed and observant house report at program end communicating any specific challenges and successes, and forward to the appropriate distribution list along with concessions report
- Listen to and address patron issues, questions, and concerns in a friendly and efficient manner
- Establish a strong working knowledge of ADA guidelines; assist Patron Services Manager in execution of all accessibility programs, including wheelchair seating, flip arm seating, closed captioning, large print programs, ASL interpreted, and audio described performances
- Support customer service training for all front-line employees
- Responsible for monitoring employee timesheets for payroll
- Assist with training Front of House staff and volunteer ushers
- Be knowledgeable about ACT mission, values, current productions, season, and upcoming programs
- Create a welcoming, inclusive, and collaborative atmosphere through honest, clear communication with patrons, staff, and teammates

## **About You**

- Strong interpersonal, written, and verbal communication skills with the ability to work under pressure
- Strong desire to work with the public and serve as a leader in all interactions with staff, volunteers, and patrons
- Demonstrated ability to thrive and multi-task in a fast-paced, high energy, multicultural environment
- Experience training and supervising employees and volunteers
- Availability to work evenings and weekends is essential
- Sound judgement, ability to maintain a calm and professional demeanor in all public-facing situations
- Prior experience performing high volume customer service-related work
- Intermediate Microsoft Office skills, including Word, Outlook, and file sharing
- Drive to collaborate to achieve common goals; problem-solver; detail-oriented; support driven; capacity to work independently on multiple projects at a time
- Possess a positive, caring, respectful attitude
- Take pride in the environment around you and seek to improve it with every action
- Effectively identify and communicate issues or problems to the team
- First Aid and CPR certification a plus
- Experiences working in a performing arts environment or with emergency management are appreciated, but not necessary



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## **Equity and Inclusion**

ACT is an equity opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, creed, sex, age, national origin, military and/or veteran status, disability, sexual orientation, gender identity or expression, neurodiversity, education, socio-economic status, cultural affiliation, language, marital or family status, genetic information, political ideology, actual or perceived status as a victim of domestic violence, sexual assault, or stalking or any other status or condition protected by the applicable federal, state, or local laws or other characteristics prohibited by law.

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism, and building cultural competency and exhibit a commitment to Equity, Diversity, Inclusion, Accessibility, and Belonging

## **Physical Skills/Work Environment**

While performing the duties of this job, the employee is regularly required to walk and stand for extended periods of time. Strong written command of the English language with the ability to be understood; ability to use a wireless radio; capable of lifting 25 pounds unassisted.

Work environment includes a variety of environments typical in a theatrical environment, administrative office spaces, and public spaces.

## **To Apply**

Submit resume and interest with "House Manager" in the subject line to [work@acttheatre.org](mailto:work@acttheatre.org)