

## **Position Description**

**Job Title:** House Manager

**Reports to:** Patron Manager

**FLSA Status:** Part-Time, Flexible (Hourly, 0-32 hours/week), non-exempt. Schedule includes weekdays, evenings and weekends.

## **Background**

Zeiders American Dream Theater is a 501(c)(3) charitable organization founded on the belief that creativity drives the growth of individuals and communities; and that the imagination, passion, and discipline of creation are universal requirements for all successful endeavors, artistic and otherwise. The Z's mission is to introduce new works and emerging artists, present unique artistic experiences, and inspire creative growth in the Hampton Roads Community.

Zeiders American Dream Theater is a professional, non-profit theater that introduces new works and emerging artists, presents unique artistic experiences, and inspires creative growth in the Hampton Roads Community. The Z's founding principles are that creativity drives the growth of individuals and communities; and that the imagination, passion, and discipline of creation are universal requirements for all successful endeavors, artistic and otherwise.

Our mission is accomplished through programming balanced between developing projects and artists, presenting regional, national and international artists, and community-driven events. The Z includes a 300 seat Main Stage theater and flexible Studio theater with support areas and houses an audio and video recording studio, indoor and outdoor event areas, and offices. This facility is host to all types of experiences from art exhibits, community forums, partnership productions, and our schedule of exciting performances. Outfitted with the premium sound, lighting, and projection equipment, The Z provides an intimate, state of the art experience for audiences and performers.

The Z is quickly becoming an integral part of the community of Hampton Roads; a place of opportunity and entertainment, where artists and audience members are creatively inspired and encouraged to follow their dreams.

The Z is looking for a House Manager who shares our vision and embraces an opportunity to be a part of our team.

## **Summary**

The House Manager has a unique opportunity to interact with our patrons and provide them with important information about Zeiders American Dream Theater. They are a point of contact for the patrons, so it is imperative to be energetic, knowledgeable, and personable. The House Manager is responsible for ensuring that current and new Zeiders American Dream

Theater patrons have an enjoyable experience while attending events and performances at The Z. House Manager will contribute to our continued success by demonstrating unsurpassed guest service, a high level of integrity and ethical standards, and personal, and professional dedication to our Mission, Vision, and Values.

### **Essential Duties and Responsibilities**

- Familiar with The Z's website along with current and upcoming performances.
- Oversee that all opening and closing duties of the Front of House checklist are completed
- Management duties with staff and patrons
- Set up Front of House supplies & equipment
- Responsible for opening and closing of the building, arming and disarming security system
- Oversee Front of House Volunteers and Staff during events, performances, and rentals
- Conduct Pre-show meeting with Volunteers
- Complete pre and post checklist/report for Events and Rentals
- Responsible for balancing concessions cash drawers, collecting money and locking it into the safe
- Perform Front of House theater duties during shows and event
- Communicate with Tech staff on walkie to ensure the flow of shows runs smoothly
- Assist patrons with questions, accessibility needs and/or seating issues
- Clean, sweep, vacuum, mop, disinfect, etc. Front of House areas, bathrooms, Back of House areas, and theater.
- Oversee the flow and transitions of Front of House operations during shows-communicating with Tech staff & Box Office staff.
- Provide helpful information, including suggestions for events, performances, price options, group rates, parking options, directions, restaurants, access for patrons with disabilities, and any other service provided by the Z
- Work positively with other Box Office staff, Concession Staff, Tech Staff, and Artists and their team and communicate thoroughly with each other
- Providing excellent customer service to guests and excellent leadership to employees
- Familiar with Box Office and Concession policies and procedures.

- Complete ABC training to be considered as an on-site ABC Manager for the facility
- Learn how to bartend to step in as bartender during high-volume situations
- Handle guest complaints, issues, problems in a professional manner.
- Have thorough knowledge of Theater evacuation procedures and be prepared to take charge of evacuation in the event of an emergency.
- Administrative work and duties
- Box Office admin work to assist Box Office staff
- Execute other duties as assigned by the management

### **Requirements and Qualifications**

- Must be at least 21 years of age or older
- Interest and passion in not-for-profit, theater and/or entertainment industries
- Performing Arts Theater, live events and/or entertainment experience preferred
- FOH and BOH experience preferred
- Uphold and enforce company policies and procedures and implement new processes
- Flexibility in relation to duties and working hours which will include weekdays, evenings and weekends
- Must be people-oriented, personable, ability to provide knowledge of the theater
- Establish and maintain quality and customer service standards, while ensuring staff do the same
- Exceptional customer service and professional skills
- Must thrive in a fast-paced environment
- Management, customer relations skills and problem-solving experience preferred
- Exceptional time-management skills for job duties
- Box Office ticketing experience preferable
- Ability to stand and walk for long periods of time and ability to lift up to 15 lbs. or more
- Ability to motivate, delegate and supervise effectively and professionally and exercise initiative, take personal responsibility and resolve issues independently
- Experience with Point-of-Sale credit card processing and money handling

- Excellent verbal and interpersonal and good written communication skills
- Strong organizational and goal-oriented skills
- Strong commitment to and experience working with staff, volunteers, and patrons of diverse groups in terms of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law.
- Computer literate in Microsoft Office, Word, and Excel, Google Drive, Gmail and other technology (iPads, scanners, etc.)

### **Perks**

- Fun work environment
- Complimentary tickets to shows
- Great location to work with free and convenient parking
- Connected to local arts community

Applicants should email current resume and letter of interest to Donna Minson, Patron Manager at [Donna.Minson@thez.org](mailto:Donna.Minson@thez.org)

The Z is an equal opportunity employer committed to fostering and supporting an inclusive arts community and as such actively seeks opportunities to diversify our staff and does not discriminate in any manner on the grounds of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law. The Z strongly encourages candidates of diverse backgrounds to apply.