

Theatre Midwest

Job Description, Duties

HOUSE MANAGER

- Responsible for ensuring the safety, security and amicable experience of theatre patrons before, during, and after performances. Manages the Front of House crew in overseeing the assistance of patrons, maintaining the house and lobby areas, and other duties as necessary
- Supervise and train all Front of House members (ushers)
- Create and execute pre-show and post-show checklists with Front of House members and Box Office staff to prepare the space for patrons. May include but not limited to: unlocking/opening doors, turning on/off lights, picking up litter in lobby/theatre/restrooms,
- Maintain headset communication with Stage Management team to coordinate opening and closing of house, seating late patrons, etc.
- Coordinate distribution of programs with Front of House members
- While the audience is being seated, continue to check in at each entrance to make sure that all is running smoothly. If there is congestion at one particular door, you can help guide patrons to their seats. Ushers should be helping patrons find their seats as well
- Coordinate with Box Office staff to collect tickets from Front of House, help close the Box Office
- Be prepared to handle any unruly customers and have procedures in place to deal with something like this should the situation arise. Also be prepared to deal with any emergency situations and assist patrons in taking shelter, exiting the building, etc.
- Read tech reports and make any pertinent changes based on them
- During strike, tear down, sort and pack equipment and other tasks as assigned by the SM
- Attend all tech rehearsals, dress rehearsals, performances, and strike at assigned call times
- Performs other duties as needed upon request of the organization.