

## House Manager Job Description

**Department:** Sales and Marketing

**Reports To:** Director of Sales & Marketing

Northern Stage in White River Junction, VT seeks a part-time House Manager for our upcoming main stage production of *Spring Awakening* in the Byrne Theater. Northern Stage is a LORT D regional theater, producing six mainstage showings a season, an education season, a New Works festival, and 4-6 other events year-round in both the Courtyard and Byrne Theater.

The House Manager is the caretaker of the audience before, during, and after public performances. This position will work closely with volunteer usher teams and the Audience Services Manager to provide exceptional and efficient customer service to Northern Stage's patrons. Ideal candidates are energetic self-starters with a strong sense of teamwork and people skills. Active problem-solving and customer service acumen are essential. Responsibilities include ensuring patron safety and well-being, ticketing and seating patrons, attending to patron questions and concerns, selling and tracking concessions, assisting the Box Office with ticket sales, enforcing Covid safety guidelines, ensuring house cleanliness and orderliness, and coordinating a team of volunteer ushers.

Additionally, the House Manager will coordinate with the Production Stage Manager to facilitate the timely start of all performances. This is a high-energy position in a fast-paced environment.

Due to COVID-19, the responsibilities for this position are outside of the normal scope of work as we make our way back to full operation. Our protocols are subject to change as advised by the CDC and arts organizations. The health and safety of Northern Stage employees is and will continue to be our top priority.

We believe the most important and impactful art is made when we consider and commit to inclusion, diversity, equity, and access both on and off of our stage. We highly encourage folks who are Black, Native or Indigenous, People of Color, Queer or Trans, Poor or Working Class, Disabled, Young, Elderly, and/or who speak English as a second language to apply.

Qualifications:

- Strong written and oral communication skills
- Polite, personable and professional demeanor
- Detail-oriented
- Proficient at multitasking
- Experience with Patron Manager and other CRM programs is a plus
- Prior customer service experience is a plus
- Familiarity with Google Suite
- Experience managing a team a plus
- Must be comfortable standing for long periods at a time and being exposed to the unpredictable outdoor weather elements of Vermont.

This is a part-time (approximately 20-30 hours a week), seasonal position beginning September 21 and running through October 23, with hours scheduled during the week/weekend. An additional House Management opportunity is also available from November 22 through January 1, 2023.

**HOW TO APPLY**

Please submit the following materials to Ryan Klink, Director of Sales & Marketing, through Submittable:

<https://northernstage.submittable.com/submit/194338/house-manager-application>

- Resume
- Cover Letter

To learn more about Northern Stage, please visit our website: [www.northernstage.org](http://www.northernstage.org). No phone calls, please.