



JOB DESCRIPTION – HOUSE MANAGER

FIRST STAGE is committed to dismantling structures that may prevent ALL people from applying for employment with us. FIRST STAGE celebrates the richness of our world by cultivating Equity, Diversity and Inclusivity as they inspire the creativity that nurtures great art, artists and audiences.

FIRST STAGE is an equal opportunity employer and as such, we consider individuals for employment according to their abilities and performance. Employment decisions are made without regard to race, age, religion, color, gender, sexual orientation, national origin, physical or mental disability, marital or veteran status, or any other classification protected by law.

POSITION DESCRIPTION

The House Manager is responsible for front-of-house operations management for First Stage performances. Responsibilities include usher management, seating patrons and directing school groups from busses to the theater (for school matinee performances), resolving any seating issues, ensuring the lobby and patron areas are ready for welcoming audiences, and working with Stage Management to ensure performances can begin on time.

KEY RESPONSIBILITIES AND DUTIES

- **Venue Management:** Set up lobby for each production, including relevant signage. Inspect theater prior to each performance; ensure theater is in good condition before patrons arrive; work with Marcus Center housekeeping and engineering personnel or MYAC facilities staff to rectify any issues.
- **Front of House Management at Performances:** Provide exemplary and proactive customer service to patrons, ensuring a positive experience in the theater. Display any appropriate signage prior to performances (including casting notices); set up stanchions; ensure ticket scanners are charged and connected for mobile ticket scanning; collect and store materials when not in use. Communicate with Stage Management to open house, and be knowledgeable of any aspects of the show to communicate to patrons, if needed. Work with Patron Services Manager, Assistant Patron Services Manager, and onsite box office staff for all seating needs. Attend to patron accidents or illnesses and call for medical assistance if necessary. Fill out any accident reports. Carry out emergency procedures as needed. Prepare house management reports each performance day and distribute to First Stage and Marcus Center personnel in a timely manner.

QUALIFICATIONS

- Experience in customer service sales required; prior personnel, venue management or ushering experience helpful.
- Superior interpersonal, communication and organizational skills with ability to solve problems with ease and efficiency.

- Be a self-starter with the ability to work as a team in a fast-paced, goal-oriented environment; must have the ability to multi-task successfully.
- General computer proficiency; able to use Microsoft Word, Excel and Outlook. Willingness to learn ticketing and reporting functions in Tessitura, First Stage's customer relationship management system.
- CPR certification and first aid training is necessary; training can be provided.
- Must be available to work a variety of shifts throughout the performance season, which includes weekday matinee, evening and weekend performances. Perform administrative tasks and attend meetings in the administrative offices when needed.
- Must have own reliable form of transportation.
- Knowledge and/or interest in youth and/or performing arts helpful.

COMPENSATION

First Stage offers a mission you can stand behind and a family friendly, positive work environment. This seasonal part-time position is non-exempt, approximately 10-20 hours during performance weeks, paid at an hourly rate. Hours per week may vary depending upon the performance schedule that week. This position reports to the Patron Services Manager.

ABOUT FIRST STAGE

First Stage is one of the nation's leading theaters for young people and families. First Stage touches hearts, engages minds and transforms lives by creating extraordinary theater experiences through professional theater productions that inspire, enlighten and entertain, serving audiences of over 120,000 among more than 300 performances annually. Its Theater Academy, the nation's largest high-impact theater training program for young people, fosters life skills through stage skills and serves nearly 2,000 students each year. As Wisconsin's leader in arts-integrated education in schools, First Stage's dynamic Theater in Education programs promote literacy, character building and experiential learning throughout the curriculum, serving 20,000 students each year. For more information about First Stage visit www.firststage.org.

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