



## House Manager

Reports to: Guest Services Manager

FLSA Status: Non-Exempt, Part Time

Department: Guest Services Department

**Summary:** The House Manager reports to the Guest Services Manager, and along with the entire Long Center staff, supports a service culture devoted to creating unparalleled, safe, and positive experiences for all guests and clients of the Long Center.

### Qualifications:

- Three to five years related experience and/or training; or equivalent combination of education and experience.
- Ability to read, write, analyze, and interpret procedure manuals and pre- and post-show reports, programs, or event instructions.
- Ability to present information effectively, solve problems and respond to questions from individuals or groups of managers, clients, customers, and general public.
- Knowledge of Microsoft Office products and other general database software, and the ability to learn and use the TLC Scheduling system and the payroll timekeeping system.
- Availability to work night, weekend and holiday shifts as necessary.

### Essential Duties and Responsibilities:

- Assist in the oversight and management of all Front of House activities and venues, including non-performance spaces and patron areas of theatre.
- Manage the public/patron interface of the Long Center and ensure that its image is maintained to the highest standards always.
- Supervise and manage a team of Long Center Volunteers assigned to an event or a position for an event and assist in their orientation, supervision and evaluation.
- Following Long Center protocol, determine and initiate appropriate response in the event of any public safety, health or security problem.
- Report on all incidents involving patrons, staff, volunteers or performers that have safety, injury, liability or security implications.
- Coordinate activities (timing, intermissions) with Manager on Duty (MOD).
- When required, manage merchandise placement, sales, and settlement activities.
- Respond to patron complaints in a calm, professional, courteous, and positive manner.
- Inspect and prepare the lobbies and all support areas as necessary for public use.
- Attend meetings as needed.
- Other duties as assigned.

**Job Requirements:**

- Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance.
- Identify and follow Long Center policies and procedures; complete administrative tasks correctly and on time; support organization's goals and values; benefit organization through outside activities; support affirmative action and respect diversity.
- React well under pressure; manage several responsibilities at once; treat others with respect and consideration regardless of their status or position; follow through on commitments.
- Ability to lift items weighing up to 50 pounds, and can stand for extended periods of time.
- Willingness to work outdoor positions in inclement weather.

**Important Note:** The information contained in this job description is intended to outline the general nature and scope of work being performed by an employee assigned to this position. It is not intended to be construed as a contract, or as an exhaustive list of all responsibilities, duties and capabilities required of a person employed in this capacity. Job Descriptions are subject to change at the discretion of the Long Center. The Long Center is an EO Employer.

**To Apply:**

Please email cover letter, resume and references to be considered for this position to: [mcottingham@thelongcenter.org](mailto:mcottingham@thelongcenter.org). **No phone calls please.**