

DEPARTMENT: Patron Services
POSITION: House Manager
REPORTS TO: Box Office Manager
JOB TYPE: Up to 20 hours/week
SALARY RANGE: \$13/hour

JOB OVERVIEW:

The Coterie, a non-profit organization, established in 1979, with the mission of providing professional classic and contemporary theatre which challenges audience and artist is in search of a talented and friendly individual to serve as an ambassador of our theater. Our House Manager will support and uplift the Coterie's mission, vision, and values, and demonstrate a dedication to the principles of Inclusion, Diversity, Equity and Anti-racism (IDEA) work.

The house manager is responsible for the smooth operation of the house (both the lobby and audience seating area) during the run of the show. House managers welcome the public to the theatre and oversee their safety and well-being before, during, and immediately after the show. They answer questions, listen to patrons' compliments and concerns, and make audience members feel welcome.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

Front of House & Patron Services

- Provide excellent customer service in all patron interactions
- Prepare the lobby for patrons to arrive each performance
- Greet and assist patrons with seating and resolve any seat issues in the process
- Provide assistance to volunteers as needed
- Prepare and distribute House Management Reports
- Perform other duties, as assigned

Qualifications:

- Commitment to the highest standards of customer service
- Ability to work independently with good judgement and attention to detail
- Ability to maintain a calm, professional demeanor in all situations
- Must have excellent verbal, communication, and interpersonal skills
- Proven ability to be self-motivated, assume responsibility and take initiative
- Ability to effectively identify and communicate issues or problem
- Ability to be punctual for the assigned shift
- Background in performing arts and/or non-profit organizations a plus
- Able to lift up to 25 - 50 lbs. as needed
- Evening and weekend availability required

To apply, please submit a resume and cover letter to jspatz@coterietheatre.org Video cover letters are also accepted. NO PHONE CALLS PLEASE

The Coterie is an Equal Opportunity Employer