

House Manager Position Description

TITLE: House Manager

REPORTS TO: Audience Services Manager

DEPARTMENT: Marketing

FLSA: Part Time

DATE: 7/26/21

POSITION DESCRIPTION:

The House Manager is responsible for patron safety and comfort during performances. The House Manager must work effectively with other Front of House staff members and Stage Management to ensure each performance runs smoothly from start to finish. This position also provides day-of training and supervision of volunteer ushers during each shift. Knowledge of accessibility programs, customer service, CPR and standard emergency procedures are essential for success in this role.

DUTIES & RESPONSIBILITIES:

Position Specific Responsibilities:

- Oversee Front of House operations before and during a performance.
- Understand and implement all House Management procedures.
- Communicate effectively with Stage Management and Box Office staff.
- Distribute House Management report after each performance worked.
- Train and supervise volunteer ushers during each performance.
- Greet and direct patrons.
- Ensure all patrons remain happy and comfortable.
- Re-set, moderately clean, close and lock the building at the end of each evening shift.
- All other duties as assigned.

Company-Wide Responsibilities:

- Commit to Wodly's policy of anti-racism and radical inclusivity. This includes participating in anti-bias/anti-harassment training, familiarizing yourself with the policies in the employee handbook, using Wodly's Liberation Library as an educational resource, engaging in EDI work at Wodly, and furthering your own independent journey with anti-racism.
- Cross-departmental collaboration, including participating in at least one Wodly working group, committee, and/or taskforce outside of your own department.
- Advocate for policies both internally and externally that further advance Wodly's stated values on an organizational, local, and national scale.
- Contribute in meaningful ways to the culture. See "Our Culture at Wodly" section below for more information.
- Act as an ambassador for Wodly Mammoth in the local community and beyond.

QUALIFICATIONS:

- **Experience:**
 - 1 years experience in customer service.
- **Essential Knowledge, Skills, and Abilities:**
 - Prior experience in house management and/or customer service
 - Superior problem-solving skills
 - Acute attention to detail
 - Ability to multi-task and work well under time sensitive conditions
 - Knowledge of Tessitura helpful; but management will train upon hiring
- **Other Skills or Qualities:**
 - Active engagement and leadership development in your individual position is integral to the overall health of our organization. This will be reviewed and defined with your supervisor to set individual goals. Wodly encourages employees to take personal responsibility and pride in their work.

- See the larger picture and pull out the relevant details to diagnose problems. Think creatively about how to solve problems including new ways of working together. Woolly values innovative thinking, big ideas, and bigger passion.
- Collaborate with and adapt to a wide variety of people and personalities, working styles, and artistic visions.

WORKING CONDITIONS:

- Normal office environment.
- Extending viewing of computer screens.
- Evening and weekend work required.
- Some travel required.
- Woolly Mammoth Theatre Company is located in Washington, D.C.'s Penn Quarter neighborhood. It is air-conditioned, located in a wheelchair accessible building, and in close proximity to public transportation.

COMPENSATION

- **Starting Salary:** \$18/hour
- Woolly Mammoth Theatre Company recognizes that conversations about salary can be difficult. In recognition of the necessity for top-tier talent, we strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Woolly will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.

OUR CULTURE AT WOOLLY:

At Woolly, our culture is driven by our stated core values of radical inclusivity, creative risk-taking, relentless inquiry & experimentation, world-class excellence, and innovation. We expect both personal and collective accountability in how these values are applied to the work of each employee of WMTC. We acknowledge that Woolly Mammoth has upheld and benefited from systems of oppression in our country and we aim to do better; using the principles of anti-racism to guide our actions and decision-making. How we do things is as important as what we do, and we expect our core values and anti-racist practices to influence the way we work together as a team. We strive to center openness, integrity, and care in our policies, processes, and how we interact with one another. We embrace a culture of transparency, accountability, and mutual respect as the foundation of all our collaborations, both inter-departmentally and externally. We take seriously our role as a div leader, and strive to address local and national challenges using our knowledge, skills, commitment, and resources. As part of this work, all employees are expected to develop meaningful internal and external relationships that are mutually beneficial and impact-aware. We believe that everyone in the Woolly community is worth engaging in conversations about the art we make and how that art intersects with the world. We lean into the unconventional, especially if a nontraditional and inventive approach will help us reach new understandings of our art form, our industry, and our world.