

## **POSITION DESCRIPTION**

**POSITION TITLE:** House Manager

### **REPORTING RELATIONSHIPS:**

The House Manager (HM) reports directly to the Senior House Manager (SHM) and interacts closely with the Box Office and Production teams.

### **POSITION SUMMARY:**

As a key member of the House Management team, the HM provides administrative support to the SHM and co-supervises the entire Front of House team. The HM seeks to consistently provide an excellent experience for audiences and a professional, supportive and fun environment for his/her team of ushers and parkers.

### **RESPONSIBILITIES:**

- Work closely with the SHM to supervise ushers during performances
- Coordinate systems and communicate with Box Office, Production, Security, and other House Management staff to effectively and efficiently run each performance
- Maintain and administer detailed House reports for each event
- Follow up with audience members when necessary
- Assist with team scheduling, payroll, and email correspondence.
- Retain knowledge of pre-performance variations with all Fisher Center events
- Maintain orderly electronic records of Front of House Activities
- Facilitate team training
- Act as a professional resource for all students on staff
- Attend weekly Audience and Member Services meetings as well as Fisher Center Staff Meetings

### **QUALIFICATIONS:**

- Front line service experience and a passion for the arts preferred
- Fluency in all Microsoft Office and GSuite Platforms
- Must possess a positive work attitude and enjoy interacting with people
- Superior face-to-face, phone, and written communication skills
- Superior attention to detail
- Able to work nights and weekend hours
- Must have a current driver's license and reliable transportation

All Fisher Center job descriptions are reviewed and revised on an annual basis.

Please address all materials (resumes and cover letters) to Maria Whitcomb, Senior House Manager at [mwhitcomb@bard.edu](mailto:mwhitcomb@bard.edu).