

House Manager Job Description

Playhouse Theatre Group Inc.

Updated December 2024

This collaborative position is responsible for ensuring that professional, knowledgeable, and friendly customer service is offered at all Playhouse on Park Events and in the Box Office. The position's primary responsibilities include coordinating with the Box Office staff, overseeing volunteer Ushers, communicating with the production team, and ensuring a smooth, safe, and professional experience for all patrons..

Primary Responsibilities

- Ensuring exemplary customer service by welcoming patrons, addressing inquiries and concerns efficiently, assisting with ticket purchases either in person, on the phone or via email.
- Following established protocols to create a safe and professional environment for our patrons and our staff.
- Serving as the point person in the event of any emergency before, during, or immediately after every event.
- Manage accurate daily financial transactions (cash, checks and credit cards) and end-of-day reconciliation.
- Preparing and maintaining the physical condition of the lobby and box office before and after each event through regular cleaning and organization.
- Working with the Office Manager on training and preparing new and existing ushers.

Other Responsibilities

- Utilize online ticketing systems and other applicable computer and phone programs.
- Responsible for the opening and closing routines for all worked venues, as well as, ensuring the maintenance of box office security and the completion and distribution of daily venue and incident reports.
- Supporting the administrative needs of other departments within reason, and under instruction of the Office Manager.
- Completing other duties as assigned.

Minimum Qualifications and Skills

- Exemplary customer service skills.
- Strong organizational skills with attention to detail and data management capabilities.
- Efficient multitasking and problem-solving skills.
- Ability to communicate, both written and verbally, to a diverse range of individuals.
- Must have reliable transportation to and from the workplace and various offsite locations.
- Proficient with computers, smart devices and telephone systems.
- Flexible and able to manage multiple tasks with minimal supervision.

Preferred Experience and Skills

- A passion and love for the arts and a general knowledge of theatre.
- Proficient with online ticketing and registration systems.
- Previous House Management experience.

REPORTS TO: Front-of-House Manager, Office Manager