

2023 House Manager

HVSF seeks an energetic, warm, and highly organized **House Manager** to join HVSF's summer Front-of-House team and lead a dedicated group of seasonal staffers. Working in close partnership with HVSF's Audience Services Manager, Director of Production, and Stage Managers, the House Manager will ensure consistent and efficient handling of nightly on-site operations. This position reports directly to the Audience Services Manager.

Duties Include

- Working with the Audience Services Manager, has primary responsibility for house management of all public events at Hudson Valley Shakespeare Festival and can expect to work 4-5 performances per week.
- Responsible for the general safety, care, and well-being of the audience, handling seating issues, responding to illness or injuries, etc.
- Responsible for physical oversight of the public areas for events, including preparing the parking area, theater tent, restrooms, and other public areas for guests before performances.
- Makes reports to the Audience Services Manager and Production Manager for necessary clean-up and repairs, while taking care of minor needs as they arise. Assists and oversees clean-up and close-down at the conclusion of performances.
- Acts as liaison with stage manager in opening the house and beginning the show by communicating the status of unclaimed reservations, lines at the box office, and extenuating circumstances such as inclement weather, and determines whether to hold the curtain. Prepares and distributes detailed performance reports at the end of each performance to pertinent HVSF staff via email.
- Takes active role in managing accessibility at all events, including working with box office in noting wheelchair and other special needs.
- This position works non-standard hours and flexibility in schedule is required. Shifts are generally 4:00pm - 11:00pm Wednesday - Monday. Daytime shifts (10:00am - 4:00pm) may be needed for matinee performances and on an as-needed basis.
- Performs other duties as assigned.

Qualifications and Experience

- Two years of theater experience with one year of supervisory experience is preferred.

Personal Characteristics

Our ideal House Manager will:

- Be a highly motivated self-starter and quick learner
- Have working knowledge of theater and experience working with large groups of people preferred.
- Have experience managing a team
- Demonstrate a consistently high level of warm, welcoming, and thoughtful customer service
- Be able to quickly and effectively diffuse high-tension situations and positively respond to a variety of customer personalities
- Be able to manage multiple special projects and deadlines while meeting nightly operational needs
- Be a skillful collaborator and good-humored, "hands-on" team member
- Punctuality, reliability, and attention to detail are required.

Terms and Compensation

This is a seasonal, part-time commitment starting June 2023 through September 2023 requiring weekend and evening availability and paid \$18 per hour. The work for this position is primarily in-person. This position operates in a professional front-of-house outdoor theater environment. All staff members at HVSF are required to be fully vaccinated against COVID 19.

To Apply

To apply, please send your resume and a cover letter in PDF format to jobs@hvshakespeare.org with the subject "[Your Name] - House Manager". *No phone calls, please.*

HVSF is an equal opportunity employer dedicated to building a culturally diverse and equitable environment, and we strongly encourage applications from BIPOC (Black, Indigenous, People of Color) candidates. Candidates from populations underrepresented in the theater field are strongly encouraged to apply.