



## 2025 House Manager

Hudson Valley Shakespeare (HVS) is a professional non-profit theater company that presents a rotating repertory season of both Shakespeare and more contemporary plays and musicals in an open-air theater from June through September.

The company's spectacular 98-acre campus serves as a vibrant hub for the local community, a cultural and educational anchor for the region, and a national model for environmental sustainability in the performing arts. 2025 is the final season, after 38 years, that HVS will be performing under its iconic tent. In the summer of 2026 HVS will welcome audiences to its first-ever permanent home – the Samuel H. Scripps Theater Center, designed by the celebrated architecture firm Studio Gang. Protected from the elements but open to the landscape, the Scripps Theater Center will be the first purpose-built LEED Platinum theater in the United States.

HVS seeks an energetic, friendly, and highly organized **House Manager** to join HVS's Audience Services team and lead a dedicated group of seasonal Front-of-House part-time staff. Working in close partnership with HVS's Manager of Ticketing and Audience Services, the House Manager will ensure consistent and efficient handling of on-site operations, through direct support and through shift supervision of front-of-house staff assigned to site-wide posts and duties. This position reports directly to the Manager of Ticketing and Audience Services.

### Duties Include

- Working with the Manager of Ticketing and Audience Services, the House 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, supporting audience members with accessibility needs, and responding to illness or injuries, etc.
- Responsible for physical oversight of the public areas within HVS's campus for events, including preparing the parking area, theater tent, restrooms, and other public areas for guests before performances.
- Makes reports to the Manager of Ticketing and Audience Services 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 HVS 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 4:30 pm - 11:00pm Wednesday - Monday. Daytime shifts (11:30am - 5:00pm) may be needed for matinee performances and on an as-needed basis.
- Support the Manager of Ticketing and Audience Services as on-site shift supervisor for front of house staff assigned to parking, ushering, merchandise and concessions activity, cleanliness of restroom facilities, and audience safety.

- Coordinate with Manager of Ticketing and Audience Services to plan and execute shift staff meetings for every performance, to update staff on key information and assignments.
- Performs other duties as assigned.

### **Qualifications and Experience**

- Two years of theater experience with one year of supervisory experience is preferred.
- First Aid and CPR Certification is highly preferred. Can be obtained or renewed after hiring.
- Have working knowledge of front-of-house management at a venue or events space
- Have experience delivering a high-level customer service to large groups of people preferred.
- Have experience managing a team.
- Physical stamina to stand for extended periods and work outdoors in various weather conditions.

### **Personal Characteristics**

Our ideal House Manager will:

- Be a highly motivated self-starter and quick learner
- Have strong communication skills to effectively direct and assist patrons, and lead a team by example
- 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.

### **HVS Quality Standards**

- Always come to work and are on time.
- Have a neat and professional appearance.
- Have a friendly and courteous demeanor.
- Have strong communication skills.
- Understand and successfully execute the job duties.

### **Terms and Compensation**

This is a seasonal, part-time commitment starting June 2025 through early September 2025 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 HVS 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](mailto:jobs@hvshakespeare.org) with the subject "[Your Name] - House Manager". *No phone calls, please.*

HVS 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.