



STAGEWORKS Northwest Theatre

SWNW.org 1433 Commerce, Longview WA 98632 360-636-4488

Job Title: House Manager

Reports to: Artistic Director

General Position Summary:

The House Manager (HM) is currently a part-time position (+/- 80 hours per month) responsible for managing the front-of-house operations at Stageworks Northwest (SWNW). The HM is expected to maintain regular box office hours on a weekly basis, with the understanding that the time commitment increases immediately preceding and during the run of a show and includes nights and weekends. The HM is often the primary contact person for our customers and, as such, is expected to understand and represent the core mission and values of SWNW to the public.

Essential Duties and Responsibilities:

- Manages box office, including ticketing, handling money, and customer service
- Manages volunteers for concessions and ushering
- Works with directors and AD to create and maintain lobby displays throughout the season
- Manages the concessions area, including keeping it orderly and notifying the AD when supplies are running low
- Prepares front of house for show nights - includes vacuuming and cleaning bathrooms
- Provides access to theatre office for marquee changes as needed
- Opens house for contractors
- Coordinate with Facilities Manager to track ongoing house maintenance issues (i.e. AED check, fire extinguishers, etc)
- Maintains inventory for concessions, cleaning supplies, paper goods, and general office needs
- Responds to phone messages; forwards pertinent information as appropriate
- Responds to email regarding ticketing issues; forwards others as appropriate
- Additional duties as determined by AD

Minimum Qualifications:

- Excellent customer service skills
- Ability to clearly communicate in English using both written and verbal skills
- Math skills appropriate for managing the ticketing payment system and balancing tills

Desired Skills & Abilities:

- Ability to learn ArtsPeople, Square, and other applications used in the box office and concessions
- Understand, convey, and implement the mission, vision, and values of Stageworks Northwest

Physical Requirements:

- Ability to go up and down stairs multiple times in a day
- Ability to lift/move/carry relatively small inventory items such as boxes of candy for concessions, cleaning supplies, etc.
- Ability to perform light cleaning, including vacuuming

Wages/Compensation:

This is salaried position, paid once per month, based on the average of 80 hours per month at \$17 per hour. Paid leave time is permitted on an occasional basis but should be arranged with the Artistic Director ahead of time. Unofficial compensation includes leftover popcorn and the ability to watch the middle section of any production.

Signature here reflects an understanding of this document and an agreement to fulfill the responsibilities and expectations described herein:

House Manager

Date

Artistic Director

Date

Board President

Date