

Black Box Theatre in the Indian Head Center for the Arts

House Manager Job Description

The position has overall responsibility for:

Recruiting and managing the Volunteer House Attendants, who greet, direct and assist the guests attending performances, and who also sell concessions and perform other functions designed to assist patrons in an enjoyable and safe experience. This person works as a team member to the house attendants, but serves as the lead person in charge.

The person reports to:

CEO and/or Programming Committee

The person coordinates with:

Production Manager, Stage Manager, and/or Event Coordinator

Responsibilities are:

- Arriving 1 1/2 hours before show starts.
- Checking to make sure restrooms and floors are clean. If necessary vacuum or clean.
- Unlocking door 30 minutes prior to show time
- Greeting guests, tearing tickets or checking off reservation log, directing guests to proper entry door into the auditorium.
- Distributing programs to guests as they enter the theatre.
- Allowing or disallowing access into the theatre seating areas based upon credentials or tickets.
- Assisting guests in finding seats and immediately report any ticket problems to a house supervisor, documenting discrepancies in online Incident Log
- Answering questions and providing guests with directions and other information regarding the theatre.
- Responding to all guest comments and/or complaints in a prompt and friendly manner. Record as necessary in online Incident Log. Get name and phone number and email of person with complaint.
- Ensuring that guests follow theatre safety policies and that all fire codes are enforced.
- Distributing promotional materials for upcoming performances to guests
- Providing information and directing guests to appropriate exits in the event of an emergency.
- Collecting admission price for performances, recording names addresses, and other vital info on all guests in online database.
- Closing the cash drawer entries in online ticket tracking software and completing the deposit ticket for the bank and making deposits to bank in night drop box
- Stocking the concession stand (BJ's debit card) and selling concession items.

- If alcoholic beverages are sold, the person will need to be TIPS certified.
- Performing other duties as assigned.

Some of the skills / qualifications required are:

- Must be 18 years of age or older.
- Must be willing to make a commitment to work all of the show times booked to include Thursdays, Fridays, and Saturdays 6:30pm to 11pm and Sundays 1:30pm to 6pm.
- Excellent customer service skills required; must be friendly and personable.
- Must be a team player who is able to work well with others under a sometimes stressful environment.
- The ability to work and communicate effectively with people of diverse cultural backgrounds.

I agree to perform within the parameters of this job description or future adaptations as they may be revised while performing this specific role. I understand that this is not a contract of employment. I am responsible for any of my personal items and agree to hold harmless CBFT and / or its assigns in the event of loss or destruction of personal items brought to or left on the premises.

Signature: _____ **Date:** _____

Who we are

The Black Box in the Indian Head Center for the Arts, in Indian Head, Maryland, is a tax-exempt corporation which showcases live theatre, music, dance, readings, gallery showings, and other artistic endeavours, leading the way for revitalization of this rural Southern Maryland community. Through our outreach programming such as theater labs, apprenticeship programs and community centered performances, we maintain our close connection to the local community.

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