

POSITION VACANCY LISTING:
HFI HOUSE MANAGER (3 Positions Available)

Position Description:

The France-Merrick Performing Arts Center House Manager's (HM) primary responsibility is to ensure that patrons of the Hippodrome Theatre and M&T Bank Exchange have a safe and positive experience when visiting our venue. HMs oversee and support Volunteer Ushers in all aspects of making sure our patrons are safe and satisfied. HMs assist in all front-of-house duties including assisting with seating problems, addressing patron concerns and enforcement of all theatre policies. HMs cooperate with each other and respond to whatever is needed by the Director and Associate Director of Guest Experience to whom they report. HMs serve as "ambassadors" of the Hippodrome Foundation, Inc. and the France-Merrick Performing Arts Center and must conduct themselves appropriately.

Specific duties and responsibilities:

For assigned performances, HMs work in a team of House Managers in any of the following areas: Orchestra, Balcony (including Grand Suites and Hipp Club), Floor, Entrances, and Lobby. Location assignments are rotated on a regular basis. HM shifts begin 30 minutes before volunteer arrival, and end after all sections are clear of volunteers and patrons. The primary responsibility of the HM team is to supervise the following: stuffing of Encore programs, scanning tickets, getting patrons seated correctly, enforcing seating holds, handling medical emergencies and disruptive patrons, and smooth departure of guests after the performance. A more detailed listing of specific duties for each HM assignment can be found in the HFI Front of House Staff Handbook. HMs need to report any urgent issues immediately to the Director on Duty. Examples of this include any medical or safety issue, a disorderly patron, physical issue in the theatre, unbecoming behavior from a volunteer, and so forth.

HMs must be available for evening and weekend shifts that average four to six hours. Occasional weekday performances are also scheduled. House Managers will not be scheduled to work more than 40 hours in a week. This is a part-time seasonal position without paid vacations, holidays, or health insurance benefits. When the theatre is "dark", shifts are not available.

Experience with the HFI Volunteer Program is helpful but not required.

Education:

A minimum of a high school diploma or equivalent is required, college degree preferred. Email access is mandatory.

Compensation:

\$19/hr

To Apply:

Email Cover Letter, Resume, General Availability, and list of (2) References to volunteers@hippodromefoundation.org with the Subject: HFI HOUSE MANAGER APPLICATION by Saturday, October 31st at 11:59 PM.