



Cincinnati Playhouse in the Park is an Equal Opportunity Employer (EEO) and is committed to fostering a culture of diversity and inclusion in all areas of its work, both on and offstage. Qualified individuals who bring diverse perspectives and life experiences to the workplace are especially encouraged to apply.

Position: House Manager

Classification: Part time, seasonal, hourly non-exempt

Pay Rate: \$18.73

Position Overview:

The House Manager will be responsible for overseeing the front-of-house activities before performances of both MOE AND JACK'S PLACE — THE ROUSE THEATRE and the ROSENTHAL SHELTERHOUSE THEATRE. The House Manager will be responsible for overseeing the safety of patrons, managing a team of House Staff members and ushers, and addressing patron needs.

Responsibilities:

- Responsible for providing excellent customer service to all Playhouse guests.
- Oversee House Staff assigned to each shift – sometimes in both theatres depending on scheduling
- Responsible for coordinating the pre-show set up which includes checking house management and hearing enhancement equipment in lobbies and theatres as needed.
- Supervising volunteer ushers and presenting clear usher instructions for each performance.
- Resolves patron and volunteer issues as they arise.

- Coordinates with stage management curtain time/intermissions while monitoring and helping to provide a smooth transition for our patrons from the lobbies to the theatres.
- On call during performances for late arrivals, exiting patrons, and emergency situations. Provides leadership in emergency situations, including fire alarm evacuations and inclement weather warnings.
- Performs other duties as assigned.

Usher Management:

The House Management team consists of three members, each of whom oversees a different niche. This position will oversee the Volunteer Ushering Program. Duties include but are not limited to:

- Work with the Marketing Data and Website Manager and IT Applications Specialist to create the Usher Sign Up webpage and Tessitura production season
- Work with the Marketing Data and Website Manager to upkeep the volunteer ushering program's information page on the Playhouse website
- Create a communications calendar for all mass communications to members of the volunteer ushering program
- Build and deploy all mass external communications to members of the volunteer ushering program using the WordFly software
- Monitor the usher@cincyplay.com email account for communicating with members of the volunteer ushering program
- Serve as the contact person to the Patron Services team for issues, questions, etc. from members of the volunteer ushering program
- Serve as the contact person for any questions within the Patron Services team about the Usher Sign Up / database infrastructure
- Manage the upkeep of usher information inside of Tessitura
- Review applications for the volunteer ushering program
- Manage the onboarding of new volunteer ushers
- Work with the other House Managers and Patron Services Director to plan and execute the annual end-of-season appreciation event for members of the volunteer ushering program
- Annually review and update the Playhouse Usher Handbook

Required Skills:

- Experience with Tessitura or similar CRM database

- Experience with WordFly or similar mass email system is a plus
- Strong leadership skills
- Capable of discerning and maintaining confidentiality of information
- Ability to organize, evaluate, and present information effectively in writing and verbally
- Working knowledge of Microsoft Office software: Excel, Word, Outlook, and Sharepoint
- Must be able to manage competing patron and performance needs while handling the stress of customer service with a positive demeanor
- An appreciation for the performing arts, particularly theatre, is preferred
- Ability to work in a fast-paced environment and manage one's time to meet important deadlines
- Ability to work and solve problems autonomously

Physical Requirements:

- The employee is frequently required to stand and walk, and occasionally stoop or kneel
- The employee may occasionally lift and/or move up to 25 pounds
- The employee will be required to be mobile for the majority of their shifts, and is required to regularly see, talk, and hear

The physical demands and safe working expectations described here are representative of those that must be met by an employee to successfully perform the essential functions of the job, with or without a reasonable accommodation.

While this description is intended to be an accurate reflection of the current position, it is not necessarily exhaustive of all responsibilities, duties, requirements, or expectations of this position. Cincinnati Playhouse in the Park reserves the right to revise or amend this description based on business needs or changes to the work environment.

To Apply: Qualified candidates should submit a cover letter, resume and references to House Manager Joellyn Goos at joellyn.goos@cincyplay.com. Applications will be reviewed on a rolling basis, and positions will be filled on an ongoing basis.