

Assistant House Manager – Part-Time

Department: Front of House

Supervised By: House Manager

Supervises: Ushers, Grand Hall Greeters

FLSA Status: Non-Exempt

The mission of the **Wallis Annenberg Center for the Performing Arts** (aka “The Wallis”) is to create, present, and celebrate unique performing arts events and educational programs that reflect the rich cultural diversity of our community.

DESCRIPTION

The Assistant House Manager (“AHM”) at the Wallis Annenberg Center for the Performing Arts (“The Wallis”) is a part time position reporting to the House Manager. The AHM will assist in delivering premium customer service to The Wallis’ visitors and patrons by working with the House Manager on Front of House (“FOH”) activities and initiatives for public events at The Wallis including performances, education and outreach programs, rentals and special events to ensure maximum patron satisfaction and safety.

REQUIREMENTS

- 2-3 years of experience as a front of house (or similar) manager.
- Customer Service training and skills, and poise and tact in dealing with Patrons are required.
- Must have experience with crowd management and control and be able to take initiative to identify and solve problems by using good judgment.
- Must have experience working with volunteers & children.
- Must be able to use Microsoft Outlook, Word & Excel.
- Must provide a minimum of 3 days availability per week – and should expect to work at least 2 - 3 shifts a week during the regular season. (September – August)
- High School diploma or equivalent is required.

KEY RESPONSIBILITIES

- Work with the House Manager to ensure FOH management coverage at all Wallis events.
- Supervise the Usher staff assigned to them during scheduled events.
- Ensure a safe and enjoyable Patron experience by providing The Wallis’ highest standard of customer service. Respond quickly and courteously to all Patrons’ needs, questions, comments, or concerns. Provide a resolution to all customer services issues in a timely manner.
- Take an active role in the continual training and development of the usher staff.
- Ensure that the lobby and outside areas are all properly set up prior to the start of an event.
- Conduct housekeeping inspections before opening to the public and direct house maintenance and cleaning staffs as needed before and throughout the event to ensure cleanliness.
- Coordinate and work with all related departments to ensure a smooth event.
- Compile and record all performance data at the end of the event and give to the House Manager for review. Report any variance in policy or procedure to the House Manager.
- Ensure the safety of patrons, volunteers and staff through the proper implementation and enforcement of emergency procedures including; emergency evacuation of the theater houses, lobbies, and public areas; accident reports & medical emergencies regarding patrons, volunteers or staff; and completing all emergency reports (to be given to the House Manager).
- Responsible for the lock-down and security of the building during public events at The Wallis.
- Attend continual training courses, meetings, and orientations when necessary or scheduled.
- Perform such additional duties as the House Manager may direct and represent them in their absence.
- Provide assistance to the Director of Special Projects managing rental events, may include; overseeing load-in’s and load-outs as well as event coverage.

PHYSICAL DEMANDS

While performing the essential functions of this job, the incumbent must be able to do the following: stand for extended periods; sit for extended periods; bend and reach for filing and other job-related functions; climb up and down stairs; bend, stoop, and lift to move and retrieve materials; pull, push, and lift up to 50 pounds; reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work. Manual dexterity to operate computer and other office equipment required.

The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made.