

House Manager (Part-Time)

ABOUT US

Deeply rooted in our local Beverly Hills community and influenced by cultural change, the Wallis Annenberg Center for the Performing Arts, a public-private partnership with the City of Beverly Hills, strives to be a site for the convergence of relevant, dynamic performing arts, education and civic life, strengthening our local and global community is our role as a presenter, producer, educator and community resource. We approach our work with the pioneering creative spirit of Beverly Hills and greater Los Angeles, while also recognizing that we live in a multi-cultural every-changing world guided by our core values of Trust, Artistic Courage, Enlightenment, Cooperation, Communication, Diversity, Equity and Inclusion, and Accountability.

The campus itself is a breathtaking 70,000-square-foot facility celebrating the classic and the modern and has garnered six architectural awards. The restored building features the original 1933 Beverly Hills Post Office (on the National Register of Historic Places), which serves as the theater's dramatic yet welcoming lobby, and includes the contemporary 500-seat, state-of-the-art Bram Goldsmith Theater; the 150-seat Lovelace Studio Theater and an inviting open-air plaza for family, community and other performances.

ABOUT THE JOB

The Front of House/Audience Services staff is the face of The Wallis; this team is a critical part of the success of any performance. Reporting to the Audience Services Manager, the House Manager is responsible for maintaining a strong Front of House team, delivering premium customer service, supporting both the work on stage and their sister departments and the organization. Whether at performances, special events, education, and outreach programs or rentals, the House Manager helps create a safe and welcoming environment for all guests of The Wallis.

WHAT YOU'LL DO

- Oversee daily operation for Front of House and volunteer programs during live events;
- Reinforce or develop procedures for executing workflow effectively and efficiently;
- Assist the Audience Services Manager with scheduling, supervision and development of paid Ushers and volunteers;
- Maintain presentation and functionality of theater and publicly used spaces;
- Coordinate sale of and proper accounting for artist merchandise and bars;
- Reinforce training of FOH staff in best practices for safety and customer service;
- Respond to and resolves problems courteously and effectively, including seating problems, temperature complaints, assistive listening devices, flash cameras, cell phones, late arrivals, and unruly patrons; coordinates problem resolution with appropriate building and company staff;
- Understand and address needs from various production and programs
 - i.e., a student matinee may have different needs than a gala; staffing smaller, donor-oriented events may require a higher level of detail than most mainstage productions, etc.;
- Work with the Audience Services 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 before, during, and after performances by providing The Wallis' highest standard of customer service. Respond quickly and courteously to all Patrons' needs, questions, comments, or concerns;
- Ensures the house is ready and safe before performances and events. Inspects front-of-house areas and facilities for cleanliness and readiness in coordination with Facilities staff, provides usher and volunteer instructions and orientation, distributes programs to floors as required, coordinates event information and special needs with Backstage, Ticket Services, and Building staff;
- Oversees distribution and training and patron assistance of assistive listening devices;
- Compile and record all performance data at the end of the event in the House Manager's report sending it to crucial staff for review. Report any variance in policy or procedure to the Audience Services Manager;

- Responds to patron medical emergencies; alerts and assists building security in medical response; acts as the on-site liaison with EMTs or other emergency response personnel and building security; advises appropriate building and company staff of incident status; prepares accurate incident or injury reports;
- Ensure the safety of patrons, volunteers, and staff through the proper implementation and enforcement of emergency procedures, including; emergency evacuation of the theaters, lobbies, and public areas; regarding patrons, volunteers, or staff;
- Oversees that all opening and closing duties of the venues are completed for all events;
- Attend training courses, meetings, and orientations when necessary or scheduled;
- Perform such additional duties as the Audience Services, and General Managers may direct in their absence;
- Provide coverage and assistance for rental events, including overseeing load-ins and load-outs and event coverage.

SKILLS & EXPERIENCE NEEDED

- 1 year of hands-on front of the house (or similar) management experience;
- Experience with crowd management and control;
- Customer Service training, skills, poise, and tact in dealing with Patrons are required;
- Should be knowledgeable in standard ADA requirements for performance spaces;
- Ability to take the initiative to identify and solve problems using sound judgment;
- Highly professional, mature, and confident with the ability to maintain confidentiality and discretion;
- Accomplished relationship builder and ambassador;
- Experience working with volunteers & children;
- Must be comfortable & proficient working with essential office equipment, including fax machines, document scanners, computers, printers, copy machines, etc.;
- Proficiency in Microsoft Office (Word, Excel, Access, PowerPoint), Adobe Professional, and other software applications necessary to perform essential job functions and support other team members;
- Provide a minimum of 3 days of availability per week and expect to work at least 2 - 3 shifts a week during the regular season, including nights, weekends, some mornings, and holidays (September – August);
- CPR, AED and First Aid Certification required within the first 90 days of employment (training provided);
- High School diploma or equivalent.

BENEFITS

This is a part-time non-exempt (hourly) position and is eligible for statutory benefits (sick leave, worker's compensation insurance) and paid parking. Complimentary tickets are occasionally available for performances and events at The Wallis.

HOW TO APPLY

Please email resume to jobs@thewallis.org and include **House Manager** in the subject line.

No phone calls please.

The Wallis Annenberg Center for the Performing Arts is an Equal Opportunity Employer committed to diversity and encourages applicants of any age, national origin, race, ethnicity, religion, sexual orientation, political affiliation, or gender.