



POSITION ANNOUNCEMENT House Manager

POSTING DATE: Ongoing

STATUS: Part-Time at \$17.00 to \$18.00 per hour

REPORTS TO: Patron Experience & Rentals Manager

POSITION AVAILABLE: Resumes are collected on an ongoing basis

## **ABOUT ROUND HOUSE THEATRE**

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We are a theatre of and for our community, committed to Equity, Diversity, Inclusivity, and Accessibility. We believe that engaging in the arts is essential to the human experience and that arts education should be available to all. Therefore, we intentionally and rigorously work to break down barriers to attending, learning, and creating theatre—including those based in race, gender, sexuality, ability, and economics. We amplify voices that have been historically under-represented and under-resourced by the theatre field and strive to incorporate anti-racist and anti-sexist practices across all aspects of our work.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area. A nonprofit professional theatre, Round House produces a multi-show season of new plays, modern classics, and musicals for more than 30,000 patrons each year at its 343-seat theatre in Bethesda, Maryland in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring and schools throughout Montgomery County.

## **JOB DESCRIPTION**

The House Manager oversees the successful execution of show duties to ensure that performances start on time and audience members are provided for. This position is part of a team of part-time Front of House staff, and provides knowledgeable, high-quality customer service. The House Manager partners with the Patron Experience & Rentals Manager to offer front-line engagement with patrons and serve as an ambassador of the Round House brand.

## **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Perform pre- and post-show walk-through of the lobby and theatre to verify that the house is clean, safe, and presentable for the audience. Makes sure the correct number of programs, along with any supplemental materials are available for the performance.

- Supervise staff in efficient operations of the Front of House duties, including oversight of ticket scanning, seating, and communications with both Box Office, Cafe and Stage Manager.
- Greet patrons, help them navigate the building, scan tickets, and answer general questions about the venue, current show, and overall season.
- Monitor audience during performances, addressing issues in the theatre. Work closely with stage management staff to address any issues, such as late seating, health and safety rule compliance, cell phones ringing, patrons taking photos/videos, and other disruptions.
- Anticipate patron needs and assist those with accessibility needs.
- This position requires sitting or standing for extended periods of time, repeatedly traversing a distance of approximately 50', opening doors for audience, distributing materials to the public, such as programs or assisted listening devices, is required.
- Assist in the safe evacuation of the audience in the event of an emergency.
- Respond to any medical emergency in the lobby and theatre, following emergency procedure protocol and full-time staff assignments.
- Additional duties as assigned by supervisor.

### **PREFERRED QUALIFICATIONS**

Where the qualifications are described in terms of formal education or direct work experience, Round House Theatre welcomes the substitution of relevant prior experience. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply.

- A background in house management, box office, stage management, or similar experiences are preferred but not required.
- Excellent customer service and problem-solving skills.
- Ability to work in a fast-paced environment.
- Ability to work performances and events on nights and weekends.
- CPR, First Aid, and AED certification are preferred but not required.

### **HOW TO APPLY**

Submit a resume to [House@RoundHouseTheatre.org](mailto:House@RoundHouseTheatre.org). For any additional questions, please reach out to our Patron Experience & Rentals Manager at [House@RoundHouseTheatre.org](mailto:House@RoundHouseTheatre.org) (email) or (240)-644-1394 (phone).

*Last updated October 8, 2024*