



Job Title	House Manager
Reports to	Event Operations Director

Job Profile

The House Manager is responsible for the successful execution of a wide variety of events across the Center for the Arts campus. This includes aspects of event planning, event production, and post event clean-up. This position reports to the Event Operations Director and requires the ability to work collaboratively across various departments within the organization, as well as with outside presenting organizations. For theater events, the House Manager is directly responsible for the patron experience by supervising concessions operations, organizing the corps of volunteer ushers, and ensuring a safe and positive experience for all who enter the building.

This is a full-time exempt position with competitive salary and benefits package. The role requires regular evening and weekend hours.

Duties and Responsibilities

- **EVENT PLANNING & PRODUCTION**
 - In conjunction with the Event Operations Director, coordinate event details well in advance for a wide variety of programs in the various performance spaces located across campus, including events presented by The Center, Resident organizations, and third-party renters.
 - Be on hand for event setup and serve as the primary on-site contact on event days. Anticipate unexpected circumstances that may arise so they can be dealt with in a professional and timely manner.
 - Keep track of the event schedule and run-of-show, interfacing closely with The Center Box Office, the Technical Director, the event organizer, and other interested parties.
 - Keeping the environment as clean as possible during an event. This includes making sure trash and recycling receptacles are emptied, spills are cleaned up as they happen, and bathrooms remain stocked and usable.
 - Reset the event space following an event. This includes returning equipment that was used for an event is returned to its storage location, preparing the space to be used for the next event, and ensuring the campus remains in a presentable manner at all times.
- **MANAGING CONCESSIONS**
 - Supervise concessions inventory to ensure ample product is available for upcoming events. Work with the Wyoming Liquor Division and other vendors to acquire inventory as needed.
 - Schedule and supervise bartenders by establishing a schedule to ensure upcoming events have adequate bar staff in advance. Make sure they show up on time and are set for the event before it begins. Make sure bartenders everything they need to make the event run as smooth as possible, including but not limited to back-stocking during a busy event, making change, and helping to pour drinks if necessary.
 - Close out concession settlements at the end of an event.
- **MANAGING VOLUNTEER USHERS**
 - Ensure there are ample volunteer ushers for each event to ensure we can fulfill all requirements related to ticket-taking, wayfinding, and supervision of the house during events.
 - Schedule volunteers by sending out event sign-up requests in advance and monitoring sign-up. Send follow-up communications as needed.
 - Conduct a pre-event volunteer meeting before each theater event.
 - Organize volunteers by assigning door assignments, providing a run-of-show, getting them playbills or other event information, and providing training on the use of ticket scanners.
- Other duties as assigned

Qualifications

- Skills & Personal Characteristics:
 - Ability to maintain professional composure while working in a fast-paced environment
 - Proactive and creative problem-solver
 - Works well under pressure
 - Ability to exercise good judgement
 - Excellent interpersonal skills with a willingness to collaborate
 - Ability to manage multiple tasks concurrently
 - Exceptional communication skills, both written and oral
 - Detail oriented
 - Highly professional in presentation and performance
 - Knowledge of the Jackson Hole community and local nonprofits
- Experience:
 - Customer service and hospitality
 - Event planning and production
 - Knowledge of a working theater a plus
 - Competency in Microsoft Office suite and Google systems
- Education:
 - High school graduate or GED equivalent required
 - Bachelor's degree in related field preferred
 - TIPS training
 - Basic first aid

All qualifications comply with EEOC legislation.

Working Conditions

Applicant must be able to work in high-energy environment, have quick problem-solving skills, and be able to perform well under pressure. They should be able to interface with the public in a professional manner.

Variable schedule in a facility that is open 355 days annually. Core hours will be required with regular evening and weekend obligations.

Physical Requirements

Position requires the setup and handling of event equipment. Must be able to lift and transport equipment weighing up to 50 lbs. for some distance. Ability to ascend/descend stairs or ladders and navigate variable terrain, indoors and outdoors. May include sitting or standing for long periods of time.

Direct Reports

Bartenders
Volunteer Ushers
