

Arden Theatre Company, Philadelphia, PA | www.ardentheatre.org

Position Title: House Manager
Department: General Management Department
Classification: Part-time for the rest of 2022-23 season through June with opportunity for full-time seasonal position in the 2023-24 season
Reports to: Audience Services Manager
Location: *On-Site*

About the Arden

Founded in 1988, Arden Theatre Company is a professional regional theatre offering the highest quality theatrical productions and educational programs to the artists, audiences, and students of Greater Philadelphia. Each year, we produce the Mainstage season and Arden Children's Theatre, the city's first resident children's theatre. From our productions that reach over 100,000 audience members each year to our educational outreach programs that inspire and empower 6,000 students in schools across our region, the Arden stands out as a haven for shared stories and a vital incubator to create new work.

The Arden has been an important force behind the vitality of the Old City neighborhood and in the Philadelphia cultural landscape. In our last complete season, 2018 / 2019, the Arden produced seven Mainstage and two Arden Children's Theatre productions, resulting in 503 performances seen by more than 107,000 people.

Mission

Arden Theatre Company is dedicated to bringing to life great stories by great storytellers on the stage, in the classroom, and in the community.

Great stories on the stage: We produce a wide range of stories in a variety of styles: classic and contemporary, intimate and epic, fiction and nonfiction, musical and dramatic. Producing the great playwrights allows us to measure ourselves against the masters of our craft while sharing the voices of new writers gives us the opportunity to shape the future of American theatre. We embrace stories for audiences of all ages and bring the same artistic quality to all our work.

Great stories in the classroom: Kids are celebrated at the Arden. We nurture curiosity, creativity, and confidence through our educational programming. We foster connections between theatre and reading and promote literacy for our young audiences. We reach thousands of students each year, introducing many of our region's kids to theatre for the first time.

Great stories in the community: We believe in the power of stories to bring people together. We work to build a vital community of artists who excel creatively through shared experiences and with whom our audiences identify. The Arden strives to be Philadelphia's hometown theatre; we seek community partnerships and collaborations, make our work affordable and accessible, and train the next generation of theatre leaders, contributing to the region's cultural landscape.

Position Summary

Arden Theatre Company's House Manager is accountable for the company's House Management operations. The House Manager will manage the front of house and concessions, including patron safety and experience, stewardship of theater and lobby spaces, inventory and cash management, processes, and staffing. The House Manager upholds the high standard of customer service and experience that Arden patrons expect while serving the organization's mission and goals.

Essential Duties and Responsibilities

- Develop and promote a positive and attentive customer service culture for all audience interactions and relations.
- Develop and promote efficient and collaborative procedures and practices for House Management operations.
- **Supervise, implement and be accountable for:**
 - Managing patron experience and safety inside our theaters and lobby spaces before, during, and after performances
 - Coordinating, communicating, and collaborating with the Box Office and Stage Management to ensure a safe and positive patron experience before, during, and after the show
 - Developing and implementing procedures for the safe and efficient movement of audiences in and out of the theatres before, during, and after performances
 - Responding to a wide range of patron inquiries, issues, and complaints, including seating issues, ticketing issues, accessibility needs, late seating/admittance, medical emergencies, or other related situations
 - Communicating and enforcing Arden policy with patrons in theaters and lobby spaces
 - Maintaining the cleanliness and appearance of theaters and lobby spaces before, during, and after performances
 - Identifying higher-level maintenance projects related to the upkeep of the theaters and lobby spaces and communicating those projects to the General Management department
 - Managing and maintaining House Management spaces and equipment
 - Managing the creation and dissemination of House Management reports for every performance
 - Supervising Front of House Assistants, Apprentices, Interns, and Volunteer Ushers
 - Managing the implementation of Accessibility services including, but not limited to Assisted Listening Devices and Audio Description
 - Attending weekly Front of House meetings to coordinate with the entire Front of House team as well as the General Management department
 - Managing financial procedures for concessions, including pulling sales information from Square, reporting in AudienceView, and handling cash from sales
 - Managing concession processes and procedures, including inventories, displays, staging, and sales strategies
 - Assist in ordering concessions items and supplies, as needed
 - Maintaining the cleanliness and appearance of concessions spaces and pantry
 - Training Front of House Associates, Concierges, Apprentices, and Volunteers in Front of House, House Management, and concessions processes and procedures

- Executing patron outreach projects for the Marketing and Development departments as needed

Competencies

- Outstanding oral and written communication skills
- Ability to initiate, build trust and maintain positive relationships, internally and externally
- Ability to work with minimum supervision
- Results orientation
- Excellent communication and interpersonal skills
- Outstanding organizational skills

Required Experience

Successful candidates will:

- Have demonstrated knowledge of event and crowd management and substantial customer service experience.
- Be an exceptional leader and collaborator with an ability to engage with a wide range of people.
- Have a broad-based knowledge of common front-of-house and house management practices.
- Have strong communication skills, with demonstrated success in managing a diverse staff; also have excellent judgment, creative problem-solving skills, and detail-oriented skills.
- Have working knowledge of and willingness to promote current health and safety practices in the theater industry.
- Be able and willing to work hours/days reflective of the dynamic schedule of a theatre which includes a variety of hours, especially evenings and weekends.
- Be calm under pressure and skilled at managing conflict
- Be someone with initiative, creativity, and a collaborative spirit. Must have the ability to work within a fast-paced, dedicated team—rolling up your sleeves must be a favored tactic.
- Express a passion for theatre and the Philadelphia cultural community with a genuine interest in becoming a driver of Arden's mission and vision.

Other Duties

This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.

Compensation

\$19/hour

Anticipated start date: April 2023

Application Process

Applicants should submit a cover letter, resume, and three professional references to humanresources@ardentheatre.org

Application Closing Date: Until the position is filled.

Arden Theatre Company has instituted a mandatory COVID-19 vaccination policy for all employees; the successful candidate must provide proof of vaccination prior to beginning work and must agree to adhere to all Arden Theatre Company's safety protocols.

Arden Theatre Company is an Equal Opportunity Employer committed to providing an environment of mutual respect. Equal employment opportunities are available to all applicants without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, veteran status, and any other characteristic protected by applicable law. Applicants from historically underrepresented groups in the theatre industry are strongly encouraged to apply.