

House Managers

NextStop Theatre Company

As a House Manager, you provide our patrons with their first impression of our theatre and help us maintain our reputation as a relaxed, friendly, and professional venue for the best live theatrical experiences without having to travel into the city.

Responsibilities Include:

- Ensuring NextStop's theatre, lobby, and guest service areas are in show-ready condition in preparation for patron arrival.
- Communicating and coordinating with Stage Management to allow a seamless turnover of the house, lobby, and stage areas at house loading, show start, intermission and audience exit.
- Supervising volunteer ushers to ensure patrons are provided a warm welcome, hospitable atmosphere, and organized crowd-control.
- Overseeing and performing box office and concessions cash and credit sales transactions using computerized point of purchase systems in a fast paced environment, often with competing priorities, while promoting NextStop premium products and services.
- Professionally resolving patron complaints and documenting patron feedback.
- Assisting performance run crew in changeover from/to "Pre-Show," "Top of Show," and "Intermission" lobby setup.
- Performing end of day cash register reconciliation and deposits.
- Ensuring 100% compliance with established safety guidelines, emergency preparedness protocols, and incident reporting requirements.
- Additional related tasks as required.

Basic Qualifications:

- Prior cash handling experience.
- Guest service, food-service, and/or house management experience.
- Ability to briefly but safely lift and carry brochure and merchandise boxes weighing up to 20 lbs.
- Ability to stand for up to 1.5 hours while bending and reaching to sell tickets, pre-packaged beverages, snacks, and merchandise.
- Able to climb stairs and assist elderly patrons with stowing mobility devices.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Demonstrated computer proficiency within a Windows environment.
- Willingness to learn new software applications.

Preferred Qualifications:

- Knowledge of ADA and experience assisting disabled or elderly patrons in a performance venue or customer service environment.
- Experience providing proactive guest service recovery and/or patron complaint resolution.