

Gloucester Stage Company, Inc.
COMPANY / HOUSE MANAGER
Job Description

Purpose and Scope

The purpose of this document is to establish the job requirements, duties, and responsibilities of the Company and House Manager. This is a front-level staff position, reporting to the Managing Director.

Responsibilities

The Company and House Manager oversees the practical needs of artists associated with live performances and responsible for user experience at Gloucester Stage.

- A. Implementing communication strategies and technology to successfully supply artists with necessary accommodations.
- B. Overseeing front of house operations to deliver a top quality customer experience and safe/secure environment.
- C. Building community through volunteer coordination and recognition.

Specific Duties

The Digital Marketing Coordinator shall rely on experience and judgment to plan and perform a variety of complicated tasks in which a wide degree of creativity and latitude is necessary. The specific duties and responsibilities of the position are broken down as follows:

1. Artist Housing & Travel Coordination
2. Front of House Management
3. Facilities Support

1. Artist Housing & Travel Coordination:

- Work with Managing Director to develop artist travel/housing budgeting and maintain up-to-date cost reporting.
- Understand and catalogue union and company requirements/standards for supporting and reimbursing artists during the creative process.
- Develop relationships with Artist Housing providers and inventory calendar of resources available. Including disbursing complimentary tickets, recognizing those housing volunteers in the play program, and sending thank you.
- Arrange travel arrangements from artists' home base to Gloucester/rehearsal location at start and end of rehearsal/performance process.
- Coordinate housing for artists that require accommodations during the rehearsal/performance process. Including those artists (especially designers) that require accommodations during tech-week.
- Coordinate ride shares when necessary to and from rehearsals/shows for artists. Providing rides when necessary to required events and grocery errands.
- Support Artistic Director in welcoming artists prior to arriving to rehearsals and thanking them for lending their talent at the close of the production.

2. Front of House Management:

Customer Experience

- Maintain inventory of all non-perishable and perishable items for facilities and concessions bar.
- Build relationships with vendors to deliver the highest quality product available at a positive net return to the theater.
- Engage in feedback opportunities with audience for continual improvement.
- Act as representative in conversations with peer arts organizations in a manner that perpetuates the brand equity of Gloucester Stage Company.

Staffing

- Work with Box Office Manager to train and schedule seasonal staff for house manager, box office, concessions, and special event opportunities.
- Develop policies and checklists to ensure consistent quality of service both in regards to work duties of staff/volunteers and services provided (e.g. late seating, refunds, etc.)
- Work with Volunteer Coordinator to maintain event schedules and volunteer needs in advance and in a thankful attitude.
- Work with Production Manager to preserve a safe atmosphere by keeping up with compliance requirements such as fire drill training, emergency light testing, etc.

Inventory

- Maintain inventory of all non-perishable and perishable items for facilities and concessions bar.
- Build relationships with vendors to deliver the highest quality product available at a positive net return to the theater.
- Engage in feedback opportunities with audience for continual improvement.

3. Facilities Support

- Ensure orderliness and cleanliness of facilities at all times with the support of staff.
- Maintain Fire Safety, including emergency procedure planning and training

Board and Committees:

Events Committee

Requirements

Bachelor Degree (BS or BA equivalent)

Working knowledge of Microsoft Word & Excel and Google Gmail & Drive

Expectations

- Extreme organization and ability to prioritize multiple responsibilities
- Clear Communication skills
- Strong self-motivation and determination
- Engaging, outgoing personality
- Ability to maintain confidentiality
- Supporting others to accomplish goals
- Proactive, team player

THE IDEAL CANDIDATE

The Company / House Manager sets the perfect example of hospitality on behalf of a professional theater and balancing several events/communication projects at once. It is critical to be **organized, creative, timely, and passionate**. Overall, we look to employ service-minded people who are reliable, clever, and able to work independently. This position is a fantastic beginning career step in theater or arts marketing/communications.

How to Apply:

Please submit the following, ATTN: Chris Griffith, Interim Managing Director, to info@gloucesterstage.com:

- A brief personal cover letter (address interests/experience/future)
- Your resume, and
- Three professional references

Once your application is received, a first-round phone interview will be scheduled.

Apply by:

April 1, 2019

Salary:

\$14/hour

Timeline:

20-30 hours a week, April - November

About the Company:

Gloucester Stage Company is Cape Ann's premiere professional theater company nestled on the shore, and part of the greater Boston theater community. The intimate performance venue has provided the perfect setting for premiering new works and rousing classics over the past 39 seasons. Since its founding, Gloucester Stage, under contract with Actors Equity Association, has been a place where dedicated artists create theater that matters at the highest level of professional achievement.

Gloucester Stage Company is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status. Gloucester Stage Company remains committed to providing a safe and secure environment for all of our volunteers, artists, and staff. We are proud adopters of the The Chicago Theatre Standards, and part of the #notinourhouse movement.