

CLASS TITLE: HOUSE MANAGER

PURPOSE OF THE CLASSIFICATION: Under general supervision provides coordination of scheduled Performing Arts Center (PAC) events; responsible for safety and welfare of audience attending performance; and performs other related assigned duties.

ESSENTIAL TASKS:

- Coordinates each PAC event acting as manager on duty and first responder in emergencies; and responsible for providing a safe and comfortable environment for patrons, resolving patron complaints and/or problems
- Coordinates receptions and gives tours of the facilities
- Works with lessees of the PAC to access needs, maintain and disperse event information and assists with final space setup and last minute changes
- Advises and assists lessees on available facilities or arranges for outside assistance
- Represents a public assembly facility in handling a variety of problems occurring in the production of events
- Supervises and trains staff and volunteers in the activities before, during and after events
- Trains support personnel in PAC safety procedures and policies and updates skills through continuing safety education
- Inspects facility prior to every event
- Responsible for novelty settlements and related money collection
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in business or public administration or a related field, and five (5) years of responsible experience in event coordination, including fine arts performances, patron services and daily staff/volunteer training; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the methods, practices and techniques involved in patron services coordination, event staff/volunteer training and ticketing procedures; good working knowledge of theatrical and meeting related lighting, sound, electrical and audio visual criterion; and good knowledge of related safety issues. Ability to coordinate and supervise a variety of activities involved in the planning and execution of events; ability to work long and irregular hours, often including weekends and holidays; ability to diagnose and administer appropriate medical treatment calmly and efficiently; ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Exceptional organizational skills necessary to analyze the needs of the customers and clients in order to anticipate certain service requirements.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent walking and standing; may be subject to frequent lifting and carrying and pulling up to five pounds with occasional lifting and carrying up to 50 pounds; frequent balancing, bending, handling, climbing, smelling and twisting; occasional reaching, kneeling, crawling and feeling; vision, speech and hearing sufficient enough to perform the essential tasks.

Licenses and Certificates: First Aid, CPR and Automated External Defibrillator (AED) certifications will be required to obtain.

WORKING ENVIRONMENT: Working environment is in an office and a public auditorium setting; and subject to irregular work hours including nights, weekends and holidays.

Class Code: 1508

EEO Code: N-03

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Pay Code: AT-36

Group: Clerical and Administrative

Series: General Administrative

Effective Date: December 14, 2015