

**CITY OF RICHARDSON**

**JOB TITLE: ASSISTANT HOUSE MANAGER**

**APPROVED:**

**DEPARTMENT:** Eisemann Center

**CLASS CODE:** 09202

**EFFECTIVE:** 5-26-10

**CIVIL SERVICE:** NON-CIVIL SERVICE: X

**COMPETITIVE:** NON-COMPETITIVE: X

**EXEMPT:** NON-EXEMPT: X

**FULL TIME:** PART TIME: X

\*\*\*\*\*

**JOB SUMMARY:**

Under the general supervision of the House Manager, manage all Front-of-House operations associated with events and activities scheduled in the Eisemann Center. Coordinate and supervise the volunteer usher corps. Perform other related work as required.

=====

**ESSENTIAL JOB FUNCTIONS:**

Assist the House Manager with the Front of House operations of the Eisemann Center for events and activities taking place in the Center's three (3) principal venues: the 1563-seat Hill Performance Hall; the 368-seat Bank of America Theatre; and the 3,150 square foot Bank of America Hall. When assigned by the House Manager, assume responsibility for all Front of House activities. Enforce all policies of the Eisemann Center. Perform intermission procedures. Prior to events, assure that public lobby areas, restrooms and audience seating areas within the venues are clean and free from obstruction. In the House Manager's absence, act as the liaison to concessionaire, valet parking, custodial services, photographers, and outside caterers. Assist with the house opening for each venue. Complete the House Manager report after each performance worked. Be particularly alert to the general safety and comfort of patrons before, during, and after performances. Communicate courteously and effectively with other employees, officials, vendors, contractors, user groups, and (especially) the public. Assist with supervising, training, and scheduling of the volunteer usher corps (the Center's ticket takers and ushers). Work with the House Manager to insure adequate event coverage by volunteers, and assist with the pre-show briefing. Arrange for storage, delivery, and distribution of the programs for each event. Operate computers, scanners, and various software packages necessary for the execution of events, monitoring of house management and volunteer records, and other data manipulation. Work flexible hours, primarily evenings and weekends. Provide event coverage for long periods of time. Shifts require considerable standing and walking. Lift and/or carry up to 20 pounds of materials.

=====

**OTHER JOB FUNCTIONS:**

Assist with coordination of set-up needs for events.

=====

**REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES:**

High School diploma required. Two-year college degree in Theater, Arts, Business, or Administration preferred. A combination of college and relevant work experience may be considered.

=====

**EXPERIENCE, TRAINING, KNOWLEDGE, AND SKILLS:**

Minimum of two years experience required as an event coordinator, assistant house or patron service manager, assistant volunteer coordinator, or theatrical company manager. Must have knowledge of and the ability to work with volunteers. Must have knowledge of House Management operations. Must be computer literate in word processing and data manipulation software. Must be able to maintain confidential information. Must have excellent verbal and communication skills, exhibit great attention to detail, and enjoy working with the public. Must be skilled in customer service, and able to work effectively in a team environment. Must be able to work effectively without constant close supervision.