



Sarasota Orchestra Job Description

Job Title: House Manager (Part-Time)
Department: Patron Services
Reports to: Patron Services Manager
Classification: Part-time – Hourly / Non-Exempt
Supervises: None - N/A
Location: Sarasota, FL

General Overview:

Responsible for oversight of front-of-house activities and volunteer ushers for Sarasota Orchestra and Youth Orchestra Program concerts. Liaison with FOH managers at other venues where the Orchestra performs, serving as a point of contact for Orchestra volunteer auxiliaries. Responsible for reporting to and working closely with the Patron Services Manager. The House Manager shall support our organizational values by nurturing an inclusive, respectful and positive working relationship with all employees.

Responsibilities:

- Provide an excellent customer service experience by anticipating and fulfilling patron needs, warmly greeting patrons and overseeing patron seating
- Prepare and communicate pre-concert meeting with volunteers and staff
- Works with Patron Services Manager in resolving all seating or FOH patron issues or conflicts, maintaining customer satisfaction and comfort
- Manage emergency situations, providing basic First Aid if/when needed and generating written documentation
- Manage volunteer ushers at concerts; lead pre-concert usher meetings; distribute and use tools needed including radios, ticket scanners, doorstops, flashlights and nametags
- Ensure all public spaces are presentable and safe before, during and after performances
- Prepare lobby and hall for concerts
- Communicate and work closely with production, box office, development, facilities, operations and personnel staff to ensure the house opens and concerts start on time
- Complete Post Performance Reports after each concert
- Report any malfunctions or safety concerns in the lobby and hall, as well as patron complaints and concerns, to the Patron Services Manager or Facilities Manager in a timely manner
- Serve as liaison with the house management team when SO performs at other venues
- Serve as point person for Sarasota Police Department when scheduled for SO concerts for patrons safety at Holley Hall and Sarasota Opera House



- Perform other relevant duties and additional projects as assigned by management. Duties and responsibilities described herein are not a comprehensive list, and additional job tasks may be assigned from time to time as necessitated by the Patron Services department and business needs.

Qualifications:

- High School Diploma or equivalent
- 2+ years' experience with volunteer, team or project management
- Strong leadership skills
- Exceptional customer service and decision-making skills
- Ability to work under pressure while maintaining a positive, patient and professional demeanor
- Ability to handle multiple tasks and situations concurrently
- Ability to work well in a team environment
- Availability to work nights and weekends
- Willingness to receive and maintain CPR/AED, First Aid and Bloodborne Pathogens certification
- Knowledge of concert/theatre environment
- Ability to learn and troubleshoot ticket scanning program
- Working knowledge and proficiency with Microsoft Office and Outlook
- Experience working with Tessitura Network and NSCAN a plus

Physical Requirements:

While performing the duties of this job, the employee is regularly required to talk, hear, sit, stand for extended periods of time, walk, move up and down stairs, bend, lift, use fingers and reach with hands and arms. The worker is required to have visual acuity to view a computer terminal, determine the accuracy, neatness and thoroughness of work assigned, and make general observations of seating set-ups. This position requires the ability to occasionally lift and/or move up to 35 pounds.

Working Conditions:

The job operates in a professional office environment and performing arts venues. The environment is generally moderate in temperature and noise level.

We are an Equal Opportunity Employer.