

House & Concessions Manager

Job Description

Supervisor: Audience Services Manager, who supervises Box Office and Front of House

Co-Manager: House Manager

Supervisees: Audience Services Associate, House Management Associate, Volunteer Ushers

Job Purpose:

House Management is responsible for the security and comfort of our patrons and volunteers when attending Portland Stage Company. Additionally, they coordinate with Stage Management and Box Office to ensure that performances are started in a timely manner while ensuring safety of the audience. The House and Concessions Manager is directly responsible for overseeing and maintaining the concessions areas in the lobby; this includes managing sales, cleanliness, ordering, and tracking expenses and income.

Duties and Responsibilities:

- Oversight and coordination of front of house operations, including but not limited to:
 - Recruiting, scheduling, and training volunteer ushers
 - Maintain positive relationships with volunteers, as measured by attraction and retention of ushers, and positive volunteer and customer feedback
 - Recruit, train, and supervise House Management and Front of House Associates to handle customer service, risk management issues, and front of house procedures
 - Oversee, review, and maintain front of house procedures; including, but not limited to, usher manual, fire safety, patron evacuation, and safety/security plans
 - Create and maintain the House Management schedule, using House Management Associates as well as themselves to fill necessary shifts as well as to fill any emergency back-up needs for house management cancellations/illness/etc.
 - Validate time sheets for House Managers and House Management Associates for Audience Services Manager
 - Coordinate with Marketing Department to ensure program and insert stock is kept up to date
 - Coordinate maintenance and upkeep of all public spaces (such as lobby, outer lobby, theater, public bathrooms, stairs) with Audience Services Manager and Managing Director.
- Oversight and coordination of concession areas, including but not limited to:
 - Maximizing revenue potential by:
 - Building and retaining in-kind and wholesale relationships with vendors.
 - Choosing items that will interest patrons and at a reasonable purchase price point.
 - Coordinating prices and ordering regularly and responsibly given audience buying trends.
 - Analyzing concessions sales patterns on a regular basis.
 - Planning, stocking, promoting, manning, selling, and reporting concessions in manners appropriate to state and federal law as well as the needs of the organization.
 - Picking up orders from local vendors.
 - Oversee the maintenance of the lobby, house management office, and concession areas to ensure it meets necessary standards for cleanliness for food establishments
 - Coordinate liquor, sales, and food licensing of concessions space with the Business Manager.
 - Deposit concessions income to Business Manager on a weekly basis
 - Oversee the House Management safe to:
 - Ensure the amount of money inside is at a consistent level
 - Keep enough small bills on hand for the needs of concessions

House & Concessions Manager Job Description

- Keep two money drawers at their set amounts
 - Maintain supplies for food handling and cleaning needs.
 - Manage and maintain House Management equipment (Square, appliances, coolers, etc.)
- Overseeing the front of house operations during scheduled shifts:
 - Work with scheduled volunteers to ensure a safe and pleasant experience for patrons; including but not limited to
 - Seating the audience in a safe, timely, and orderly manner
 - Coordinate special patron needs with the Box Office
 - Maintain cleanliness of public spaces, especially in case of an immediate need (such as bodily fluids or leaking toilets)
 - Coordinate program and insert distribution
 - Supervise the sale of concessions
 - Document and store lost and found items
 - Resolve seating issues with assistance from Box Office
 - Maintain concession areas to ensure they meet necessary standards for cleanliness within food establishments
 - Oversee execution of front of house procedures, including but not limited to the execution of emergency procedures as necessary
 - Create and maintain House Management reports. This may include calculating attendance percentages and concessions revenue.
 - Work with the Stage Management team to begin each show & fulfill any specialized show needs
 - Give audience announcements as required (for emergencies, curtain speeches, etc.)
 - Keep an accurate time sheet for each shift
 - Maintain professional attire and timeliness
- Maintain and track the House Management budget, expenditures, and income
 - Submit all necessary paperwork for purchases, trades, etc. in a timely manner and to pertinent departments
 - Responsible for accomplishing the duties of the job within the budget; keeping in mind that in order to increase income it may be necessary to increase expenses
- Participate in weekly Administrative Staff meetings, when available
- Participate in “Full Company” projects, work calls, meetings and events as required
- Other responsibilities may be assigned based on candidate and organization interest.

Qualifications:

- Skilled at working with people, managing crews, coordination of scheduling
- Excellent communication, organizational, and time management skills
- Knowledge of theater is a plus
- Optimism, level-headedness, sense of humor, creativity, problem-solving abilities, and the ability to work under time constraints with patrons
- Background in face-to-face customer service is preferred
- Experience with and effective at speaking to groups of people
- Experience with maintaining supplies within a budget and selling to a profit
- Experience with and/or training in CPR or First Aid, or willingness to get trained
- Knowledge of PatronManager/Salesforce a plus.
- Knowledge of Square Point of Sale systems a plus.
- Knowledge or willingness to learn and maintain food safety protocols preferred.

House & Concessions Manager
Job Description

Requirements:

- Valid Driver's License and access to a car.
- Proof of or willingness to receive or maintain certification to serve alcohol in the State of Maine (BaBLO, TiPS, ServSafe, or other program as approved by the City of Portland).

Working Conditions:

- This position is a part-time, hourly, seasonal position that runs from mid-July to early June with hours that will generally fluctuate between 25-35 hours per week depending on production needs.
- Mostly working nights and weekends with some weekday administrative hours
 - There is the potential for additions to the normal season and they will be articulated when known
 - Working some performances near or on some holidays may be required based on the theater's performance schedule.
- A desk is provided with a computer and access to printers, a copier, a phone, and wifi enabled internet. The computer will have basic software.
- The work environment is the lobby, outer lobby, theater, public bathrooms, concessions, house management office, audience area, and box office. The majority of these areas are temperature controlled.

Physical Requirements:

- Mobility: ability to stand, bend, crawl, reach, carry, climb ladders, stairs
- Safely lifting loads of 50 pounds by oneself, lifting 100-200 pounds with two or three people
- Vocal ability to clearly communicate over distances in front of large amounts of people

Portland Stage Company provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics and any other areas protected by law. In addition to federal law requirements, Portland Stage Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.