Since 2000, The Center for the Arts, a 501(c)(3) nonprofit arts organization, has grown into a leading presenter of music, dance, theater, comedy, literary and visual art, and family programming, offering more than 150 events per year from its location in downtown Grass Valley. The Center recently completed a major renovation of its multi use facility in downtown Grass Valley in 2020, making it a premier performing arts destination. The venue includes the Main Stage, which accommodates up to 492 guests in configurable theater seats and up to 700 patrons for dance shows, and a 85-seat studio theater.

TITLE: House Manager

REPORTS TO: Front of House Manager

JOB PURPOSE: This position engages with artists, volunteers, staff, and show patrons to manage all showtime activities in accordance with Center procedures to provide a positive experience for all.

DUTIES and RESPONSIBILITIES:

*Artist Interface
   Ensure artist hospitality has been taken care of for events including set up and clean up after the show.
   Coordinate end of show financial settlements with Artist/Tour Manager

*Volunteers
   Direct volunteers through details of shows
   Assist with on-site volunteer training

*Patrons
   Enforce theater policies that relate to the box office, theater, lobby, fire safety, bar, building security, and front of house
   Control audience traffic and manage patron issues before, during, and after each event
   Coordinate safe and non-disruptive entrance for latecomers to the theatre
   Check with stage management whether any warning notices are needed (special effects, strobe lights, haze, fog, etc.) and see that such warnings are communicated clearly to the audience prior to seating.

*End of show reporting
   Distribute and reconcile bar and concessions cash and credit card sales
   Compile show information in reports as well as final bank deposit at end of showtime shifts

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*Training
Attend weekly production meetings, monthly House Manager meetings, quarterly volunteer trainings
Closely follow shift checklists as outlined in House Manager training manual

*General
Be prepared for and record first aid emergencies, patron accidents or occurrences
Be trained in evacuation plans for the building in case of an emergency
Be familiar with fire regulations, safety regulations and liquor control board regulations and to ensure that all front of house personnel and patrons are abiding by these regulations

QUALIFICATIONS:
Must be able to multitask, delegate, be forward thinking, flexible, and react quickly
Ability to speak in public, give curtain speech if necessary
Basic accounting and mathematical instructions
Experience with email, Google Drive and related programs
Physical and mental stamina (must be able to be alert past midnight)
Proactive, communicative, creative, thoughtful
Social skills that allow for problem solving, evaluation, ease and also firmness when appropriate
Temperament capable of 'leading' (staying organized and calm) through periods of a frenzied, chaotic environment.
Education/Background in arts/music and/or love for the arts/music

CERTIFICATIONS - can be obtained within 1 month of hire
Food Handler Safety
Food Manager
Crowd Control

HOURS
Part Time - 20-32 hours per week
Time varies based on event needs. Evening and weekend hours will be required.
This is a hands on, non-exempt, customer facing position.