

J O B D E S C R I P T I O N



POSITION: HOUSE MANAGER
REPORTS TO: Front of House Manager
DEPARTMENT: Business
STATUS: Part-time/Non-Exempt
COMPENSATION: \$18.00 hourly

ABOUT THE POSITION

South Coast Repertory's team of part-time House Managers are responsible for the care and safety of our patrons in the lobby and audience of all performances, under the direction of the Front of House Manager. These positions are integral to our theatre's customer service and hospitality management of our seasonal programming. A great fit for this role means you enjoy managing diverse workforces and thrive in a fast-paced environment. This position collaborates with the production, education, and special events teams to achieve our 10-show season, workshop readings, conservatory productions, and show premiere events.

ABOUT THE ROLE

- Lead & supervise the usher team and bartenders through preshow and mid-performance audience engagement and seating. This includes overseeing the team's completion of ticket scanning, concessions, bartending, and seating of patrons
- Implement show specific patron experiences based on Artistic, Special Events, and Education departments' needs for our annual Pacific Playwrights Festival, workshop readings, First Night premieres, conservatory performances, and other events throughout our seasonal programming.
- Report restocking needs for concessions, the bar, and theatre shop to Front of House Manager and Operations as needed.
- Reconcile nightly cash intake and credit card purchases for Accounting.
- Communicate facilities needs and bar restocking with the Operations department. This includes all audience accessible areas: the lobby, restrooms, bar, concessions, and terrace.
- Welcome the community into our theater and oversee their safety and well-being before, during, and immediately after the show. Answer question, listen to patrons' compliments and concerns.

ABOUT THE PERSON

Qualities and skills that best serve a House Manager may be:

- Professional customer service experience
- Flexibility to work nights, weekends, and some holidays.
- Dedication to safety in a fast-paced environment and knowledge of ADA regulations.
- Experience leading and motivating a diverse team
- Comfortability with cash handling and credit card transactions for concession, theatre shop, and bar tills.
- Experience with Microsoft Office Suite
- Familiarity or experience with Volgistics volunteer management system and Tessitura ticketing software
- Commitment to equity, diversity, inclusion and belonging and enthusiasm to nurture an anti-racist work culture

WORKING CONDITION

Regular tasks of this position may include:

- Lifting 15-20lbs
- Standing for 4-5 hours per performance
- Walking down theatre house steps and walkways (with and without house lights on)
- Kneeling, crouching, and reaching above your head to access concession items

TO APPLY

To be considered for the position, please submit your resume and 3 references to jobs@scr.org

ABOUT THE COMPANY

Tony Award-winning South Coast Repertory, founded in 1964, is led by Artistic Director David Ivers and Managing Director Suzanne Appel. While its productions represent a balance of classic and modern plays and musicals, SCR is renowned for its extensive new-play development program—The Lab@SCR—which includes one of the nation’s largest commissioning programs for emerging, mid-career and established writers. Of SCR’s more than 500 productions, one-quarter have been world premieres. SCR-developed works have garnered two Pulitzer Prizes and eight Pulitzer nominations, several Obie Awards and scores of major new-play awards. Located in Costa Mesa, Calif., SCR is home to the 507-seat Segerstrom Stage, the 336-seat Julianne Argyros Stage and the 94-seat Nicholas Studio.

SCR is a proud equal opportunity employer, embraces diversity and is committed to creating an inclusive environment for all employees.