



House Manager Job Description

Job Summary: This position is responsible for managing events at the W.O.W. Hall and is the primary representative in relations with the artists, patrons, and the community as well as contracted event security and the police as applicable. The House Manager oversees all areas of co-production in coordination with the Stage Manager/Sound Engineer, Beer Garden Manager, and Assistant House Manager (when applicable). As lead security, the House Manager must be able to maintain a safe environment and quickly decide how to handle problems and situations that may arise over the course of an event, including denying access to intoxicated patrons, removing problematic patrons, calling emergency help, responding to last minute changes, helping other staff as needed and responding appropriately to the needs or concerns of volunteers, Staff, artists/tour managers, and patrons. This position reports to the Operations Manager if staffed, otherwise the House Manager reports to the Board of Directors. All employees are expected to maintain respectful and professional behaviors toward all Staff, Board members, volunteers and patrons.

1. EVENT PREPARATION:

- a. Provide direct supervision and support to the Assistant House Manager.
- b. Coordinate with Programming Manager to make sure that events have everything needed in advance such as security, permits, etc.
- c. Arrive at events at load in or at a time that is prearranged with the Tour Manager/Artist/Promoter/Renter/Staff and no later than half an hour before doors for co-productions and an hour before doors for rentals and sold out events.
- d. Prepare Green Room in advance of each event, including but not limited to provision of water, coffee/tea, cups, etc. Accommodate special requests from artists. Ensure area is clean, including refrigerator.
- e. Coordinate with artists' merchandise representative to ensure the merchandise table is prepared before doors open.
- f. Check advance ticket sales and show folder to ensure preparation for each show.
- g. Execute pre-house responsibilities or delegate to pre-house volunteer.

2. EVENT EXECUTION:

- a. Ensure that ALL fire exits are kept clear at ALL times.
- b. Coordinate hospitality with Tour Manager and obtain guest list; pay buy outs.
- c. Prepare Will Call list, the change bag and stamp/wristbands.
- d. Coordinate with contracted security if applicable.
- e. Make sure all Staff and volunteers are in position before doors; if Volunteer Coordinator is unavailable, assume duties of this position.
- f. Coordinate with Stage Manager/Sound Engineer and Beer Garden Manager to open doors on time.



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2. EVENT EXECUTION (continued):

- g. Post show schedule at office, box office, concessions, ID check and serving areas, sound board, and Green Room, and stage.
- h. Count and organize advance tickets as they come in.
- i. For duration of event, provide change for box office, concessions, and patrons.
- j. Count and secure cash after each box office take and close Box Office as deemed appropriate. Ensure that the Promoter/Renter has paid in full at the end of the event. The House Manager may not be responsible for the Box Office nor settling at rental events.
- k. Maintain a file for those patrons who will not be invited back and submit all incident reports to the BoD within one week of the event.
- l. Complete close out at the end of the event and settle with the tour Manager/Artist/Promoter/Renter. File show folder in Finance Office.
- m. Coordinate with Stage Manager/Sound Engineer and Beer Garden Manager for building shut down.

3. SCHEDULE:

- a. Arrive at events at load in or at a time that is pre-arranged with the Tour Manager/Artist/Promoter/Renter/Staff and no later than half an hour before doors for co-productions and an hour before doors for rentals and sold out events.
- b. Attend Staff meetings.

Employee _____ Date _____