



# omahacommunityplayhouse

Job Title: House Manager PT  
Department: Box Office  
  
Reports To: Lead House Manager  
Hourly position

## Scope of Responsibilities:

The House Manager oversees both theatres. Assist with other box office duties as needed.

## Position Duties and Responsibilities:

- Ensures that the Houses, Lobby Spaces and Restrooms are ready for patrons' arrival.
- Supervises and verifies parking lot security.
- Oversee bartenders on duty during performances including reporting of bar sales and tips.
- Is in communication with custodial staff during performances.
- Informs Lead House Manager/Facilities Manager of maintenance problems and checks upon completion.
- Coordinates with performance staff and informs them of problems that could cause a delay in performance start times.
- Resolves any problems with ticket reservations and /or double seating situations.
- Conducts pre-show briefing of volunteer ushers.
- Ensures the safety of patrons and participates in emergency weather and health situations.
- Has basic knowledge of Tessitura ticketing and scanner software.
- Assists Box Office Director with duties as needed.

## Minimum Qualifications:

- Requires scheduling flexibility, including evenings and weekends.
- Previous management and supervisory experience.
- Ability to work with staff, patrons, and visitors in a professional manner.
- Highly organized and detail oriented.

- Proven ability to manage and motivate volunteers. Must be an excellent team builder.
- Proficient in Microsoft Office Products (Word, Excel, Outlook, Access and PowerPoint).
- Ability to calmly make difficult decisions and judgments on the spot without the benefit of a supervisor.
- Detail oriented, strong interpersonal and communication skills and patience with volunteers and patrons.
- CPR and First Aid certified with basic knowledge of emergency procedures.
- Contribute to an inclusive environment and culture where everyone feels a sense of belonging.
- Share the values of the Omaha Community Playhouse, which include inclusivity, artistic and educational impact, excellence, stewardship and community.

Desired Qualifications:

- Previous experience in auditorium management.
- Knowledge and passion for live theater.
- Strong communication skills.
- Must be able to lift and carry 30 lbs.
- Must be able to stand for extended periods of time.