



Lead House Manager

Job Title: Lead House Manager - part time

Department: Box Office

Reports To: Box Office Director
Hourly position

Scope of Responsibilities:

The Lead House Manager oversees both theatres and bars/bartenders. 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, schedules, and maintains payroll for bartenders.
- Supervises and verifies parking lot security.
- Orders and maintains concession and bar supplies, maintains concession equipment.
- Is in communication with custodial staff during performances.
- Informs 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.
- Oversees, supervises scheduling, and 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.
- Is a member of the OCP Safety Committee.
- 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.