



**TITLE:** House Manager

**REPORTS TO:** Venue Manager

**STATUS:** Seasonal/Part Time/Non-Exempt Shared Role

**PAY:** Training \$20 hourly. Regular pay is \$25 hour based

**LOCATION:** Brava Theater Center. 2781 24th Street. San Francisco, CA. 94110

**Position Purpose:** House Managers oversee all event operations in accordance with Brava's procedures to ensure a safe and positive experience for all. House Managers champion Brava's efforts to provide a warm, equitable and inclusive experience for patrons, staff, students, volunteers and visitors alike.

**Responsibilities:**

- Supervise Front of House (FOH) staff: box office, ushers, concessionaires, and volunteers.
- Provide guests with exceptionally warm, efficient and equitable experiences.
- Informed liaison to FOH staff, box office, stage crew, and patrons.
  - Distilling the requirements for each shift into actionable tasks, briefing and managing staff and volunteers on the execution of those tasks;
  - Communicating and collaborating well with Stage Management to ensure on-time performances and support where needed;
  - Communicating and collaborating well with the Box Office to ensure quick resolution of patron seating issues or special needs.
- Resolve patron/visitor issues, leveraging solid de-escalation practices, with warmth and authentic care.
- Undergo training to understand how we handle:
  - Sexual Harassment
  - De escalation
  - Personal safety
  - Fire safety
- Oversee the execution of, and adherence to, COVID and other safety policies and procedures.
- Manage concessions staff and banks, completing accurate per-performance financial reports/deposits.
- Complete a House Manager Report to communicate issues, and other info about events.
- Be available for regular evening and weekend work, as well as occasional weekday morning work.
- After events, check that the audience has cleared the building, check exit doors are closed, turn off lights in public areas, set an alarm, and exit from the closed locked front door of the building.



### **Required/Minimum Qualifications or Basic Qualifications:**

- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Experience working in a theater, audience management, or large-scale events settings.
- Demonstrated customer service experience where de-escalation, empathy, strong verbal and listening skills were exercised.
- An aptitude to learn technology as needed – training will be provided.

### **Physical Requirements**

Must be able to respond quickly both mentally and physically in order to handle competing requests, complaints, emergencies and other high-pressure situations that might arise. Agile up and down staircases. Able to lift at least 35 lbs (stanchions, program boxes, ticket stands, etc.). Ability to see well while moving in a darkened theater. Ability to assist others physically in an evacuation scenario.

### **COVID-19 Vaccination Policy**

Brava requires all staff to provide proof of vaccination against COVID-19 or obtain an approval for exemption due to medical or religious reasons by commencement of employment.

### **Equal Opportunity**

Brava! for Women in the Arts is an equal opportunity employer committed to diversity and inclusion in the workplace. Women, BIPOC and LGBTQIA+ applicants are strongly encouraged to apply.

### **Applications**

Interested parties should send a resume and a brief statement of interest to Brava's Venue Manager Angelica Rodriguez (she/her) at [venuemgr@brava.org](mailto:venuemgr@brava.org). Resumes will be accepted on an ongoing basis.

We look forward to hearing from you!