

HOUSE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: An incumbent of this class performs a variety of functions related to supervising ushers at special events and programs. An incumbent may participate in the direction and oversight of work required to prepare for an event. Supervision over ushers is required. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Ensures that the appropriate number of ushers with working equipment are available based on the number of audience seats;
Familiarizes ushers and staff with facility and seating;
Trains the ushers in their responsibilities in the event of an emergency;
Physically walks all emergency egress routes with all ushers, clearing pathways as necessary;
Shows the ushers the location of all fire extinguishers, alarm pull stations and AED;
Walks complete audience seating area and remove any obstacles or debris;
Opens the house to the audience with approval;
Keeps an accurate count of audience members;
Assists handicap and wheelchair patrons to designated seating area, and assists patrons in storing mobility devices in compliance with the fire code;
Handles and resolves all duplicate ticket and seat location issues for reserved seating;
Asks audience members to discard any food or drink as they enter the house;
Resolves problems that arise due to disorderly or unruly audience members, calls administrators if necessary;
Responsible for supervision of the ushers;
Responsible for handling issues which may arise with the audience;
Responsible for theater maintenance.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Ability to understand and carry out oral and written directions; ability to provide direction and supervise the work of others; ability to communicate with the general public; ability to work with groups of people of all ages; ability to speak before groups of people; sound judgment; reliability; courtesy; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

ADOPTED: FEBRUARY 27, 2015

CIVIL SERVICE CLASSIFICATION: COMPETITIVE