

House Manager

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated House Manager to support the Theater Manager.

FLSA Status: Full-time, Exempt

About the Adrienne Arsht Center for the Performing Arts of Miami-Dade County

Set in the heart of downtown Miami, the Adrienne Arsht Center for the Performing Arts of Miami-Dade County is committed to welcoming and connecting ALL people to the arts, to the Arsht Center, and to each other. Since opening in 2006, the Arsht Center, a 501C3 non-profit organization, has been a catalyst for billions of dollars in new development in the downtown area, a leader in programming that mirrors South Florida's diversity, a host venue for historic events and Miami's hub for arts education.

Each year, we serve more than 50,000 young learners and offer more than 100 culturally diverse and inclusive education programs. Our 300+ annual events include our Knight Masterworks Classical Music series featuring magnificent orchestras and soloists from around the world; the very best musicals direct from New York for Broadway in Miami; Jazz Roots, the largest jazz series in South Florida; our award-winning, Miami-made Theater Up Close program; Flamenco Festival Miami; brilliant work from our many Arts Partners and local artists, and much more.

The Arsht Center is a home stage for three resident companies - Florida Grand Opera, Miami City Ballet, and New World Symphony - and a launchpad for local artists to make their mark on the international stage. In addition, our Family Fest, Free Gospel Sundays, Communi-Tea LGBTQ+ celebration, and Heritage Fest are among dozens of free activities that bring together people from all corners of our community.

For more information, visit arshtcenter.org.

Basic Function

Reporting to the Theater Manager, this position will provide supervision for the front of house management of all performance venues. The House Manager works closely with box office, volunteer services, production, operations, development, security and marketing personnel to ensure that houses open and programs start on time while maintaining patron satisfaction, comfort and safety.

Responsibilities

Responsibilities include, but are not limited to:

- Schedule and train ushering staff in customer service procedures, evacuation, medical and life safety issues as they relate to patrons.
- Prepare and communicate pre-performance informational meeting with staff and volunteers.
- Maintain applicable attendance records, verifying nightly ticket stub count.
- Prepare nightly performance reports of event specifics; coordinate/interface with Center's security personnel on the proper and timely reporting of incidents involving patrons.
- Work closely with box office personnel to troubleshoot all ticket problems and consumer complaints.
- Ensure accessibility for all guests.
- Coordinate program distribution and insert schedules.
- Direct and monitor lobby traffic to ensure maximum ease and comfort, both in entering and exiting facilities.
- Coordinate with Production Manager(s) to ensure that houses open on time, programs start on time, late seating is on schedule and intermissions stay within requested time.
- Coordinate with marketing the attendance of photographers and representatives of the media.
- Enforce house rules.
- Confirm that the buildings are clear and ready for lock down.
- Work with security to ensure maximum patron safety.
- Assist with special projects as needed.

Ideal Experience

- A minimum of 3 years of experience as a house manager in a theater or performance venue.
- Exemplary customer service skills combined with persistence and patience in working with various groups of people.
- Knowledge of theatrical operations.
- Demonstrated ability to act as a diplomatic leader and motivate others.
- Ability to remain level headed, resolve multiple challenges and requests in an extremely fast-paced, demanding environment.
- Able to work a non-traditional work schedule.
- Computer literacy and knowledge of databases.
- The ability to communicate in Spanish is highly desirable.
- Excellent verbal and written communication skills.
- Working knowledge of ADA regulations.

Personal Characteristics

The House Manager should be:

- Action-oriented; a doer
- Affable, easy to get to know
- Determined and persistent
- Highly energetic
- Dedicated to accomplishing the organization's goals

Physical Demands

- While performing the duties of this position, the employee is frequently required to stop, reach, stand, walk, lift, pull, push, grasp, communicate, and use repetitive motions.
- While performing the duties of this position, the employee may frequently lift and or move 25 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

Suggestions for candidates and expressions of interest should be addressed to:

Email: resumes@arshtcenter.org, with House Manager search in the title line.

Note: The above job description is intended to describe the general nature and level of work being performed by staff assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of staff in this position. Duties, responsibilities, and skills are also subject to change based on the changing needs of the job, department, or organization. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the Adrienne Arsht Center as the requirements of the job change.

The Adrienne Arsht Center is an equal opportunity employer committed to being an inclusive workplace and strongly believes in the importance of having a diverse group of individuals represented.