



## **Troy Savings Bank Music Hall Corporation**

**Job Title:** House Manager

### Summary

Do you love live performance and the thrill of opening night? Are you a “people person”? Are you proactive, positive, self –motivated, conscientious, mature, and enthusiastic about ensuring audiences have the best experience possible? The historic Troy Savings Bank Music Hall (Troy, NY) is seeking a part time House Manager to oversee front of house operations for our performances.

### General Responsibilities:

- Oversee Front of House operations for performances and events
- Oversee patron seating and resolve problems or concerns in a prompt, professional, and courteous fashion. Enforce late seating or other special show policies as performance may require.
- Coordinate volunteer ushers to serve as ticket scanners, seating assistance, and program distribution.
- Deliver excellent customer service to patrons and visiting artists. Ensure facility is safe, operational and presentable for performances.
- Open and/or close facility; responsible for securing front of house at conclusion of events.
- Coordinate concessions and merchandise sales, including assignment of volunteer staff, inventory monitoring, and sales reconciliations.
- Monitor and report on facility conditions as needed: temperature, maintenance, and sanitation. Ensure cleanliness and safety of theater by checking seating areas, entrances, and restrooms
- Take the lead in handling unforeseen or emergency situations.
- Oversee & settle merchandise sales with artists as needed
- Prepare reports: show summaries, incident reports, sales reports, and deposits.

### Preferred Qualifications

- Candidates should have exceptional communication and presentation skills when working with staff and volunteers, visitors, artistic personnel, and other support such as security and concessions.
- A flexible schedule and ability to work irregular hours including nights, weekends, and holidays.
- Professional and polished demeanor, positive attitude, detail and customer oriented.
- Able to analyze problems and strategize for solutions
- One year of experience coordinating a variety of events and activities at a professional theatre, live music venue, collegiate entertainment facility, or other large public use/entertainment facility.
- Knowledge of professional entertainment venue operating policies and procedures
- Enjoy being an integral part of a small dynamic team.
- Experience supervising teams
- Crowd management experience/training
- CPR/AED Training a plus

## Physical Demands

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For the safety of all who visit the Music Hall offices and venue, COVID-19 vaccination is a requirement of employment. Employee may be required to wear a face mask, over both nose and mouth, while on premises unless consuming food/drink, or due to medical restrictions. Employees are provided with a face mask upon hiring for proper protection from coronavirus and other illnesses.

**Status:** Part time, hourly, non exempt

**Salary Range:** \$15 – 18/hour, depending on experience

**Reports to:** Event Manager

EOE

The Troy Savings Bank Music Hall is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law. BIPOC candidates are strongly encouraged to apply.

The Troy Savings Bank Music Hall Corporation's Inclusion, Diversity, Equity, and Access (IDEA) Statement

We value, encourage, support, and celebrate diverse backgrounds and cultures and the artistic expression of those backgrounds and cultures in keeping with our mission to enrich the community and inspire passion for the creative arts. We will engender this by fostering diverse, engaging, and transformative cultural experiences through performances, collaboration, community events, and education in an inclusive, accessible environment.

We believe a diverse, inclusive, and equitable workplace is one where all employees and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feels valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

The **Troy Savings Bank Music Hall** is a National Historic Landmark built in 1875. Famous for its world class acoustics, the Music Hall is owned by the Troy Savings Bank Foundation. The Music Hall seats up to 1175 and its programming includes rock, indie, jazz, choral, classical, world music, as well as comedy shows, symphony concerts, recitals, and other events.

To apply, please visit <https://troysavingsbankmusichall.easyapply.co>

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