

THE
SANTA FE
OPERA



THE SANTA FE OPERA
JOB DESCRIPTION – House Manager

Reports to: Director of Audience Services

Date: 2022 Season

Department: House Management

Employment Classification: Exempt

Duties/Responsibilities:

- Monitor activities in the theater, ensuring that all rehearsals and performances are undisturbed;
- Anticipate safety issues in the theatre and surrounding areas, and supervise services from outside security vendors.
- Control admittance into the theater at rehearsals and performances, using Nscan devices;
- Management of the usher corps and their seating of patrons on performance evenings;
- Oversee scheduling, hiring, discipline, motivation and morale of usher staff;
- Prepare the record of hours worked by members of the Usher Corps for payroll purposes.
- Maintain program book inventory and coordinate the delivery, storage and distribution of program books throughout the season;
- Monitor all regularly scheduled and special tours of the theater;
- Distribute lost and found items at the conclusion of performances; secure and maintain neat and orderly lost and found storage;
- Secure the theater at the close of performances;
- Communicate with the Parking Lot Supervisor, Stage Manager, and Box Office Managers on performance evenings to coordinate audience service activities.

Education/Experience: Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be:

- 1). Diploma or equivalency degree from accredited high school with major coursework in business administration, theater, or a closely-related field;
- 2). Undergraduate coursework in theater or the arts or equivalent experience in opera, theater, or the arts.

Knowledge:

- Principles and practices of arts administration and theater organization;
- Modern theater practices and procedures;
- Principles and practices of interviewing and hiring;
- Modern management techniques and practices.

Skills:

- Accurate typing and word-processing
- Proficient management and manipulation of spreadsheet software and general Windows knowledge;
- Independent thinking and problem-solving;
- Clear communication, both verbal and written, with diverse audience;
- Able to establish positive working relationships with variety of others.

Hours/Restrictions: This is a full-time, seasonal, exempt position.

Physical Standards: This position involves light work with lifting or moving of up to 50 pounds occasionally and up to 10 pounds frequently. There is constant standing, walking and finger dexterity, use computer and other applications. Frequent crouching, stooping and reaching are required. Frequent telephone and radio communication is required.

This job description in no way implies that these are the only duties to be performed by the employee occupying this position. The fundamental job requirements are included and these are the essential job functions. Employees will be required to perform any other job-related duties assigned by their supervisor. All requirements are subject to possible modification to reasonable accommodate individuals with disabilities.