



255 East Ave LL02
Rochester, NY 14604

Job Title: House Manager

Classification: Part-time, averaging 15-20 hours per pay period

FLSA Status: Non Exempt

Supervisors:

Summary:

The RPO's House Manager develops and leads a team of volunteer ushers and must be dedicated to creating an outstanding experience for our patrons by providing the highest level of customer service and support at all of the RPO concert events.

Responsibilities:

- Develop, implement and maintain a plan that ensures the RPO is providing an exceptional patron experience.
- Communicate Usher recruitment needs with the Volunteer Administrator and carry out training requirements.
- Prepare for scheduled events by collecting information from Patron Services, Marketing, Development and Artistic Operations Departments to ensure venue is set up and ready to receive patrons.
- Develop a front of house staff schedule for each event.
- Manage RPO Ushers by tracking attendance, distributing assignments, addressing questions and/or concerns, and developing relationships to ensure open communication.
- Conduct pre and post-performance usher meetings; review concert details, announcements and attendance.
- Reviews and implements emergency procedures for any and all accidents, illnesses, evacuation or other incidents and filing appropriate reports.
- Point of contact for ushers, patrons and front of house before, during and after concert.
- Attend departmental meetings to provide input from House Manage perspective on RPO patron relations and procedures.
- Other related duties as assigned.

Qualifications:

- Associates Degree and/or 2 years of experience directly related to patron, venue management.
- Ability to prioritize and manage multiple projects and meet strict deadlines
- Excellent organizational skills
- Openness to work with a diverse population of volunteers and community
- Exceptional interpersonal and communications skills a must; ability to demonstrate leadership and conflict resolution.
- Ability to remain flexible in a fast paced, multi-task environment.
- Proficiency in computer applications and familiarity with database systems, such as Microsoft Word, Excel, Outlook, PowerPoint, OPAS and Tessitura (RPO application – training provided)
- Must be able to work evenings and weekends as required by the RPO performance schedule.

Language Skills

Basic Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in a one-on-one and small group situations, to customers, clients, and other employees of the organization.

Mathematical Skills

Basic Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret graphs.

Reasoning Ability

Basic Skills: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands:

Position regularly stands, walks, talks, listens, sits and uses hands and arms; regularly reaches with arms; occasionally climbs; occasionally lifts and/or moves 25-40 pounds.

Rochester Philharmonic Orchestra, Inc. is an equal opportunity employer that is committed to diversity and inclusion in the workplace. It is the policy of the Board of Directors of the Rochester Philharmonic Orchestra (RPO) to insure that the RPO is serving the entire Greater Rochester community as a culturally astute and engaged civic organization that is committed to modeling and strengthening the anti-racist values of equity, diversity, and inclusion. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outline by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and internship. The Rochester Philharmonic makes hiring decisions based solely on qualifications, merit, and business needs at the time and seeks a diverse applicant pool for each position posted.

HOUSE MANAGER TASK LIST

- Approximately 6 part-time Assistant House Managers
- 2-3 part-time Assistant House Managers assigned for each concert
- Compensation for Assistant House Manager's is \$50.00 per hour, submitted through finance not payroll
- Recruitment of Ushers is completed through the Volunteer Administrator
 - The Volunteer Administrator is the 1st point of contact
 - Volunteer Administrator passes ushers off to the House Manager
 - Volunteer Administrator maintains the database
- Training/Orientation: Completed 2 times a year
 - Update manual Annually – Create Memos when policies or procedures change
 - January training is for new Ushers
 - September training is mandatory for All Ushers
- House Manager gathers information for each concert to prep for volunteer needs, venue set-up etc.
 - Box Office generates a pre-concert report
 - Production – communicates times
 - Development – gather information on special event/donors
 - Marketing – gather information on special event/other items of importance
- Interfacing with all departments above before and during the concert
- House Manager arrives 2 hours before opening venue doors
 - Carry out Usher Meeting (ushers arrive 1.5 hours before opening venue)
 - Noting pre-concert report information
 - How many will be in attendance
 - How many wheelchairs
 - Checking in with box office
 - Checking in the production to get start times
 - Set-up of tables, sign-in sheet and other departmental needs
 - Hand out equipment and provide post assignments
 - Mingle with ushers
 - Provide policy & procedure updates
 - Address any issues/behaviors that have occurred
 - Dismiss to go to posts
 - Communicate with production for up to the minute changes and note times
 - Welcome patrons
- Point person for All crisis
 - Interface with family, security, ambulance
 - Remains with party until back at seat or have left the venue
 - Write incident reports
 - Provide to Human Resources
- During Concert
 - In office prepping the night of event report
 - Date, times, general concert information
 - Incidents
 - What was discussed in the pre-concert meeting
- End of Concert
 - Collect equipment from Ushers
 - Collect other assistant reports

- Clean up brochures
 - Clear Theater
 - Finalize concert report.
 - Record end of concert time and time closed venue
- Education Department
 - Assist with Intermediates, Tiny tots, and primary as a traffic director
- Summer
 - Involved if the venue is ticketed
 - Involved if there is usher requirements
 - Involved if they need a House Manager
- Nazareth
 - House Manager only
 - No Ushers
- Request HM and Usher needs with staff
- Create a schedule and signup sheet 2 months in advance based on the master calendar
 - Check in a few weeks prior and then a few days prior to the concert
- Youth Orchestra Support
 - Only as needed (very limited)