



## **HOUSE MANAGER**

### **ABOUT TRIAD STAGE**

A professional regional theater based in Greensboro, NC, Triad Stage celebrates diverse voices, perspectives, and lived experiences through the arts. We have recently redefined and restructured our organization and programming with a renewed purpose and commitment to anti-racism and to community standards that shape our work. We celebrate new work, amplify community voices, and share the stories of our changing region. We value our partnerships with arts organizations, university partners, and local businesses. For 20 years, Triad Stage has been known for groundbreaking productions in our downtown facility that includes a 299-seat thrust and an 80-seat flexible cabaret space.

### **JOB DESCRIPTION**

The House Manager reports to the Box Office Manager and is responsible for the smooth operation of the house (both the lobby and audience seating area) during production runs at The Pyrlle Theater, UpStage Cabaret, any other location used for Triad Stage productions, and organizations utilizing Triad Stage facilities. This position welcomes the public to the theatre and oversees their safety and well-being before, during, and immediately after the show. They answer questions, listen to patrons' compliments and concerns, and make audience members feel welcome. House Managers have the ability to converse about Triad Stage MainStage productions, events, initiatives, and rentals to enhance sales and community relations.

### **DUTIES AND RESPONSIBILITIES**

The responsibilities of this position include, but are not limited to:

- Responsible for ensuring excellent customer service from front-of-house staff
- Staffs and organizes volunteers for all performances
- Provides an excellent patron experience at all performances
- Coordinates with the Marketing department to display QR codes for digital programs and other online information as well as the distribution of printed materials for patrons
- Maintains the appearance of the lobby and all public areas; communicates with Maintenance as necessary to ensure a clean environment
- Resolves conflicts with any patron issues
- Trains, schedules and/or supervises apprentices and interns as Assistant House Managers and Backup House Managers
- Recruits and coordinates volunteer ushers
- Coordinates performance timelines with stage management, including pre/post-show discussions, curtain speeches, and intermission

- Responsible for any content and/or technical warning signage for each production
- Maintains ticket-scanning equipment, hearing impaired devices, and walkie-talkies for communicating with stage manager, box office staff, and bartenders
- Completes and distributes house report for each performance
- Provides leadership in emergency situations, including fire alarm and inclement weather warnings
- Works closely with management to ensure proper staff is in place for all performances.
- Aides management in volunteer staffing for non-production related needs such as mailings, office work, and information tables
- Leads enforcement of audience-side COVID-19 protections during pre-show, performances, and post-show events
- Works to ensure all house management needs are met
- Other duties as assigned

## **EXPERIENCE AND QUALIFICATIONS**

The ideal candidate will have previous experience in audience and/or customer services and be able to communicate the Triad Stage mission and brand. Strong candidates will possess a general knowledge of theater operations, the ability to work with the public, and experience in conflict resolution. Knowledge of volunteer management/scheduling software is preferable. Must have knowledge of and commitment to the [workforce DEIA experience](#). Must participate in the company's COVID-19 protocols

## **COMPENSATION**

PT, \$15-20/hour (4-hour minimum pay for production shifts)

## **TO APPLY**

Triad Stage is an equal opportunity employer and invites applications from a diverse pool of candidates regardless of race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or sexual orientation.

Please submit a cover letter and resume to [jobs@triadstage.org](mailto:jobs@triadstage.org) with the candidate's name and "House Manager Search" in the subject line.