

ABT is seeking a Part-Time House Manager to assist in supervising Front of the House operations and volunteer staff while facilitating a fun and memorable theater experience for our patrons. ABT seeks an individual focused on exemplary customer service who is comfortable in a fast-paced, creative environment.

Responsibilities:

- Coordinate and Manage all Front of the House pre- and post-show needs between Patron Services, Stage Management and Volunteer Ushers to ensure a friendly and professional theater-going experience
- Ensure safety and well-being of patrons, volunteers and staff before, during and after performances; including Evacuation and Medical procedures when necessary.
- Provide resources for patron needs and safety to comply with the Americans with Disabilities Act (ADA).
- Supervise teams of Volunteer Ushers for the performance and communicate all pre- & post-performance duties and evacuation information in pre-show Usher Meeting.
- Running End of Night Reports at the end of each performance.
- Monitor the Will Call line and assist Patron Services if there are patrons needing assistance.
- Exceed customer service expectations to ensure return business with our patrons.
- Compile information about performance for Managing Director
- Working with Volunteer Coordinator regarding volunteer performance, attendance, and service goals and participate in orientations and special events.
- Prepare the Front of the House for the next performance.
- Secure the facility at the end of the shift.
- Additional duties as assigned.

Minimum qualifications:

- Must be over 18 years of age.
 - Prefer to have at least one-year supervisory experience; cash handling.
 - Excellent organizational skills and must be able to work independently.
 - Outgoing, friendly, quick-thinking, solution-oriented personality with the ability to multi-task in a fast-paced performing arts environment.
 - Able to stand for long periods of time and lift a minimum of 35 pounds.
 - Ability to reconcile patron concerns in a friendly, professional manner.
 - Computer software skills, such as but not limited to MS Word, Excel & Outlook.
 - Flexible schedule with Nights & Weekends required.

Pay: \$13 an hour