



JOB TITLE: House Manager
POSITION TYPE: Seasonal Part Time
REPORTS TO: Managing Director
PAY SCALE: \$15/hour

JOB DESCRIPTION:

The House Manager is responsible for overseeing the front-of-house operations of the theatre. The House Manager is responsible for providing a high level of customer service and efficient interactions with patrons, staff, and volunteers. House Manager will be responsible for maintaining the playhouse prior to a performance by ensuring a clean and safe atmosphere, support volunteers in their roles, support merchandise sales as needed, and provide a positive guest experience at all times. Role is highly visible to patrons and must lead by example with positivity, enthusiasm, and professionalism.

ESSENTIAL JOB DUTIES

Responsibilities:

- Foster and maintain a strong relationship with Gretna Theatre Patrons and the Mount Gretna Community
- Coordinate volunteers prior to performances
- Open/close the playhouse, monitoring cleanliness
- Make sure ticket scanning technology is charged and maintained
- Maintain the cleanliness of the playhouse prior to performances
- Properly maintain House Manager Reports including but not limited to: attendance, start time of production, incident reports, etc.
- Report any comments or concerns to the appropriate team member
- Support Merchandise sales as needed
- Provide excellent customer service, respond promptly to any and all customers inquiries and requests, and maintain customer service standards

Qualifications:

- Ability to work with and motivate fellow employees
- Excellent verbal skills
- Ability to multitask, prioritize multiple issues/situations in a high paced environment
- Position requires a flexible schedule, including evenings and weekends
- Strong conflict resolution skills, positive mentality, and excellent customer service skills



(717) 964-3322



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Mount Gretna, PA 17064



P.O. Box 578
Mount Gretna, PA 17064



Additional Skills Preferred, But Not Required:

- Retail experience
- Cash handling experience
- Experience working with the general public

Organizational Values:

- Please follow this link to read about Gretna Theatre's Equal Employment Opportunity and Anti-Discrimination Policies: <https://www.gretnatheatre.org/eeo-hate-policies>

Contact:

- Please email resume jobs@gretnatheatre.org