

Actors Theatre of Louisville
House Manager

Posted February, 2020

Reports To: Director of Communications & Patron Experience

Department: Communications & Patron Experience

FLSA: Non-Exempt, Hourly

About Actors Theatre of Louisville

Actors Theatre of Louisville, the Tony-Award winning State Theatre of Kentucky, seeks qualified and passionate applicants for a House Manager.

Actors Theatre seeks to create a truly brave space where diverse identities, ideas, cultures, and opinions are cultivated. Our core values are Equity, Diversity and Inclusion, Brave Curiosity, Listening and Sharing and Adaptability. Because of its conviction that the diversity of a community is its defining strength, Actors Theatre is committed to Equity, Diversity, and Inclusion in all areas of its work, including its community engagement efforts, productions, casting, education programs, recruitment of staff, students, apprentices, and volunteers, and the composition of the Board of Directors. We strongly encourage applications from women, persons of color, LGBTQ individuals, and others who demonstrate a commitment to equity and social justice.

Actors Theatre's mission is to unlock human potential, build community and enrich quality of life by engaging people in theater that reflects the wonder and complexity of our time. Actors' vision is to be a leading arts organization locally and nationally, serving as a catalyst for creativity, innovation, inspiration and education in our community and field.

Summary of Position

The House Manager is responsible for ensuring safety and comfort of our patrons and volunteers when attending Actors Theatre. This position coordinates with the Stage Managers to ensure that performances are started in a timely manner and that all patrons are able to enjoy the performance.

The essential functions include, but are not limited to the following:

- Provide outstanding customer service to patrons, volunteers and staff and model excellent customer service skills for the volunteer ushers.
- Create delightful experiences where guests feel welcome and a sense of belonging
- Direct the seating of patrons prior to performances.

- Direct evacuation in case of building or weather emergencies.
- Manage, motivate and assist in training of volunteer ushers.
- Generate performance and/or event reports and document lost and found items.
- Attend professional development courses and staff meetings.
- Be aware of and confirm the posted work & season schedule.
- Stay informed about Actors events and departmental news.
- Perform other duties as assigned.

Knowledge, Skills & Abilities

- Outstanding customer service skills.
- Excellent communication, time management and organizational skills.
- Ability to work with grace under pressure and find creative solutions.
- Ability to collaborate with staff, volunteers and renters.
- Ability to work a flexible schedule.
- Ability to lift 50 pounds, navigate stairs, and stand for extended periods.
- Ability to provide detailed and accurate reporting.

Minimum Qualifications:

- An appreciation for professional live theatre. A genuine interest in the Actors Theatre with a commitment to the organization's core values.
- Computer skills including Microsoft Office.
- Must work a flexible schedule, including some evenings, weekends and travel as needed, including assisting with special events and Humana Festival weekend events. Arrive on time (generally, 2 hours before a performance or 1 hour before an event) for all shifts.

Preferred Qualifications

- Creative problem-solver who enjoys working in a team environment.
- Strong desire to be a positive influential brand ambassador for Actors Theatre.
- CPR and First Aid Certification (to be provided by the Theatre).
- Managerial and customer service experience preferred.

Compensation

Compensation is \$11.40 per hour. Benefits include discount parking and free or discounted theatre tickets.



Robert Barry Fleming, Executive Artistic Director

To Apply

Applicants for this position should email cover letter, resume and three (3) professional references to: Elizabeth Greenfield, Director of Communications & Patron Experience, egreenfield@actorstheatre.org

Deadline to apply: March 6, 2020 at 5 p.m.

No phone calls please.

Actors Theatre is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, disability, age, gender identity, sexual orientation, protected veteran status, tobacco use, or any factor protected by law. Members of underrepresented groups are encouraged to apply. Employment with Actors Theatre is "at-will."