

LIVE PERFORMING ARTS HOUSE MANAGERS AND FRONT OF HOUSE STAFF SOUGHT FOR BONITA CENTER FOR THE ARTS IN SAN DIMAS



Bonita Center for the Arts is owned and operated by the Bonita Unified School District. The Center’s main purpose is to provide professional performance space and training opportunity for students within the district. The facility opened in Fall of 2014 and is now its sixth year of operation. The programming is 85% regular use by the resident performing arts groups of the 13 schools of LaVerne and San Dimas which make up the district. The remaining 15% is community rentals. A desire to teach and work with students is required at the Bonita Center for the Arts. The venue is now seeking qualified staff to fill House Managers and Front of House positions. Those interested in part-time hourly on call positions (comparable with local theatre staff rates) should email Manager Patrick Hediger at hediger@bonita.k12.ca.us for a new hire packet. Please send cover letter and resume. The first deadline for new staff application acceptance is Tuesday, May 4, 2021.

FRONT OF HOUSE STAFF (\$15.00-\$25.50 hourly D.O.E.)

The following description refers mainly to the House Manager. Assistant House Managers and paid ushers will assist, with varying levels of Supervision, with the duties of the House Manager.

The house staff is responsible for the smooth operation of the house (typically both the lobby and audience seating area) during a performance. House staff welcomes the public to the theatre and oversee their safety and well-being before, during, and immediately after the show. They listen to patrons' compliments and concerns, and make audience members feel welcome.

The front-of-house staff may be the *only* members of the staff who the audience interact with on a regular basis, so their interactions are of prime importance.

House Manager duties may include recruiting or supervising recruiting of all house workers (ushers, greeter, refreshment or souvenir seller, etc.); coordinating building opening times on show nights with stage manager; orienting and training all house workers; explaining how tickets are to be taken and where they are to be stored; checking rest rooms after intermission and at end of night; cleaning house area and restocking supplies; along with the stage manager, ensure all lights are turned off after each show and all doors are locked, and that no water is left running.

- The house manager schedules, trains, and supervises the ushers, who take tickets and lead patrons to their seats. This means making sure that ushers have a sense of the seating scheme, so that they can lead patrons to their seats in the quickest possible way. Some ushers may be assigned to hand out programs. Ushers must also be made familiar with the latecomers policy. The house manager makes sure that ushers have whatever supplies are needed to their job, such as a flashlights.
- If there are programs to be handed out prior to the performance, the house manager makes sure that the right number is available. The house manager does a pre-show walk-through of the lobby and seating area to verify that the house is clean and presentable for the audience. If there are signs or notices relevant to a particular show, such as "no flash photography" or "no use of cell phones" the house manager makes sure those signs are

in place.

- The house manager is responsible for the safety of the audience, in case of an emergency, like a fire or earthquake, and should know what steps to take to either evacuate the audience members, or secure them in place. The ushers should also be instructed in emergency procedures, particularly where various escape routes are located.
 - The house manager works closely with the box office staff. If there is a dispute about tickets -- for example, if a patron mistakes the date on her ticket and shows up on the wrong night, the house manager may have to help resolve the situation. If there is a waiting list, the house manager coordinates with the box office manager to determine which audience members will be seated. If the theater offers standing room, the house manager must make sure that the theater is observing capacity limits and fire laws.
 - The house manager confirms show time with the stage manager. If there are latecomers, and a need to delay the start of the show, the house manager alerts the stage manager, who is managing the production as it happens. If some of the stage action takes place in and around where the audience is seated, the house manager makes sure that the aisles are clear of people's feet or their belongings
- In many, if not most, community theatres, the house manager is also in charge of the lobby area (also known as "front of the house"), and in some cases, the box office, as well

Typical Responsibilities

- Responsible for ensuring excellent customer service from front-of-house staff.
- Staffs and organizes all public and preview performances.
- Provides an excellent patron experience at all performances.
- Manages printed program distribution, and secures programs and other patron materials.
- 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.
- Hires, trains, schedules and/or supervises Assistant House Managers and Backup House Managers.
- Recruits and coordinates volunteer ushers.
- Coordinates performance timelines with stage management, including preshow chat, curtain speeches, and intermission.
- Maintains ticket-scanning equipment, hearing impaired devices, and walkie-talkies for communicating with stage manager
- Completes and distributes house report for each performance, if required.
- 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.
- Works to ensure all house management needs are met.