



# HAWAII THEATRE CENTER

**POSITION:** House Manager  
**DEPARTMENT:** Operations  
**REPORTS TO:** Director of Programming  
**TYPE:** Full-Time, Non-Exempt

## **OVERVIEW**

The House Manager is responsible for the management of all front-of-house patron services and for ensuring the safety and security of our patrons, the building, and staff for all public areas from the “curtain to the curb.”

## **PREFERRED QUALIFICATIONS AND REQUIREMENTS:**

- Bachelor’s Degree
- Experience preferred in customer service
- Experience required in human resources and/or management of personnel functions including, but not limited to, hiring, training, merit recommendations, scheduling, etc.
- Effective verbal and written communication skills
- Basic Computer Skills (word processing, creating and updating databases, emailing, maintaining software and hardware)
- Demonstrated experience with WordPress and Microsoft Office (Word, Excel, PowerPoint)
- Basic accounting skills
- Highly organized with strong attention to detail
- Ability to work well under pressure in a fast-paced environment

## **DUTIES AND RESPONSIBILITIES:**

- Recruiting, selecting, and supervising ushers and ticket takers
- Supervising concession workers and bartenders
- Providing training for all front of house staff
- Serving as troubleshooter for complaints or problems relating the public’s use of the Theatre
- Managing all concession sales and coordinating outside vendor merchandising
- Preparing Incident/Accident Reports, and working with HPD to maintain a safe premise
- Is present for all public uses of the Theatre
- Performing additional duties as directed by Director of Programming and/or President