

# J O B   D E S C R I P T I O N



POSITION: HOUSE MANAGER  
REPORTS TO: Front of House Manager  
DEPARTMENT: Business  
STATUS: Part-time/Non-Exempt  
COMPENSATION: \$18.00 hourly

## **ABOUT THE POSITION**

South Coast Repertory (SCR) is seeking new members for our team of part-time House Managers. These positions are responsible for the care and safety of our patrons in the lobby and audience of all performances, under the direction of the Front of House Manager. In this role, you will be integral to our theatre's customer service and hospitality management of our seasonal programming. A great fit for this role means you enjoy balancing policy with creative problem-solving to create positive patron experiences. These positions collaborate with the production, education, and special events teams to achieve our 10-show season, workshop readings, conservatory productions, and show premiere events. The House Managers support SCR's mission, strategic goals, and Equity, Diversity, Inclusion, and Belonging core values through their dedication to improving the theatre's accessibility for all patrons and prioritization of safety.

## **ABOUT THE ROLE**

- Lead & supervise the usher team and bartenders through preshow and mid-performance audience engagement and seating. This includes overseeing the team's completion of ticket scanning, concessions, bartending, and seating of patrons
- Implement show specific patron experiences based on Artistic, Special Events, and Education departments' needs for our annual Pacific Playwrights Festival, workshop readings, First Night premieres, conservatory performances, and other events throughout our seasonal programming.
- Report restocking needs for concessions, the bar, and theatre shop to Front of House Manager and Operations as needed.
- Reconcile nightly cash intake and credit card purchases for Accounting.
- Communicate facilities needs and bar restocking with the Operations department. This includes all audience accessible areas: the lobby, restrooms, bar, concessions, and terrace.
- Welcome the community into our theater and oversee their safety and well-being before, during, and immediately after the show. Answer question, listen to patrons' compliments and concerns.

## **ABOUT THE PERSON**

*Qualities and skills that best serve a House Manager may be:*

- Professional customer service experience
- Flexibility to work nights, weekends, and holidays.
- Dedication to safety in a fast-paced environment and knowledge of ADA regulations.
- Experience leading and motivating a diverse team
- Comfortability with cash handling and credit card transactions for concession, theatre shop, and bar tills.
- Familiarity or experience with Volgistics volunteer management system and Tessitura ticketing software
- Commitment to equity, diversity, inclusion and belonging and enthusiasm to nurture an anti-racist work culture

## **WORKING CONDITION**

*Regular tasks of this position may include:*

- Lifting 15-20lbs
- Standing for 4-5 hours per performance
- Walking down theatre house steps and walkways (with and without house lights on)

- Kneeling, crouching, and reaching above your head to access concession items

### **SCR CULTURE AFFIRMATIONS**

The House Managers serve as essential contributors to South Coast Repertory's culture and success by embracing these affirmations:

- **I am a leader.** My actions drive the success of SCR by expanding our impact, building community support, and delivering results for our team. I lead by example.
- **I am a collaborator.** I bring my best, contributing my unique skills fully as we co-create our work. Our interdependent team navigates the unknown together.
- **I am a lifelong learner.** I commit to continuous growth – for myself and of others – by staying current in my field and supporting a culture of initiative and innovation.
- **I serve as a representative of SCR.** I embody SCR's mission, vision, and values in all aspects of work.
- **I am an advocate for an inclusive workplace.** I celebrate the contribution of diverse perspectives. I work to create an environment of safety, support and accountability so everyone can thrive.

### **TO APPLY**

To be considered for the position, please submit your resume and 3 references to [jobs@scr.org](mailto:jobs@scr.org)

### **ABOUT THE COMPANY**

Tony Award-winning South Coast Repertory, founded in 1964, is led by Artistic Director David Ivers and Managing Director Suzanne Appel. While its productions represent a balance of classic and modern plays and musicals, SCR is renowned for its extensive new-play development program—The Lab@SCR—which includes one of the nation's largest commissioning programs for emerging, mid-career and established writers. Of SCR's more than 500 productions, one-quarter have been world premieres. SCR-developed works have garnered two Pulitzer Prizes and eight Pulitzer nominations, several Obie Awards and scores of major new-play awards. Located in Costa Mesa, Calif., SCR is home to the 507-seat Segerstrom Stage, the 336-seat Julianne Argyros Stage and the 94-seat Nicholas Studio.

*SCR is a proud equal opportunity employer, embraces diversity, and is committed to creating an inclusive environment for all employees.*