



Title: House Manager

Employment Terms: Part-time Employment

Overview: **Manage and oversee front of house operations for various theatre events while delivering excellent customer service for SMPAC patrons.**

The South Milwaukee Performing Arts Center (SMPAC) presents a professional performing arts series, a student matinee series, and a summer concert series. It is also home to many events for the School District of South Milwaukee and a rental facility for various community organizations.

Job Description:

- Responsible for supervising theatre operations during events.
- Enforce policies of the SMPAC, School District of South Milwaukee and performing company, including emergency procedures for patrons, theatre staff and artist staff.
- Respond to patron accidents and illnesses. Calls for emergency medical response if necessary.
- Oversee and support the admission operations with the goal of starting events on time.
- Inspect public areas in advance of events to ensure cleanliness.
- Dress tables in the lobby areas. Erects easels and sets up directional signage.
- Disseminate information and instructions to ushering staff at a meeting prior to event.
- Record wheelchair service reservations and ensures seats removed if necessary prior to event.
- Assign positions and job assignments to Volunteer Ushers and Docents.
- Ensure that volunteers are delivering quality services to our customers.
- Oversee the distribution of assistive listening devices.
- Oversee the distribution of programs and insertion of flyers.
- Resolve seating problems. Manage patron complaints.
- Provide directions to patrons.
- Compose performance reports.
- Provide building security support.
- Additional duties as assigned.

Qualifications:

- Extremely reliable and dependable
- Excellent customer service and interpersonal skills
- Adept at cash handling and balancing a drawer
- Superb presentation capabilities
- Creative optimist
- Ability to work with little supervision or independently
- CPR and First Aid certification a plus
- Composure under high-stress situations

Email inquiries to: pacboxoffice@sdsdm.k12.wi.us or call (414) 766-5049.