

THE LAGUNA PLAYHOUSE – House Manager



Reports to:	Assistant General Manager
Position Status:	Non-exempt
Position Hours:	As scheduled, per show
Compensation:	\$23.00/hour
Schedule:	Shift Work - Nights, weekends, some afternoons

About Us: Laguna Playhouse, a nationally acclaimed, non-profit, professional theatre located steps away from the Pacific Ocean in the charming arts colony of Laguna Beach, CA seeks a House Manager for their mainstage shows. Reporting to the Assistant General Manager, the House Manager will be responsible for ensure a safe and pleasant patron experience, as well as be the primary supervisor on site during most performances.

About the Position: An integral part of the Front of House team, the House Manager will enhance the patron experience. House Manager will supervise the Front of House operations, including working with box office and stage management, managing audience issues and emergencies, and supervising volunteer ushers. House Manager will be responsible for bar purchasing, scheduling of the Front of House team, and sending reports following each show which include audience reactions, start times, and bar sales.

About the Culture: The person most successful in this position will be a well-organized, detail oriented individual dedicated to helping take a vibrant and growing non-profit theater to the next level. The right candidate will thrive in this warm, welcoming and creative atmosphere that embraces individuality and is artistically fulfilling, forward-thinking and dog friendly! The Laguna Playhouse is dedicated to building an equitable environment that is mixed across lines of difference and strongly encourages applications from Black, Indigenous, People of Color, women, transgender and non-binary candidates. Applicants from populations underrepresented in the theater field are strongly encouraged to apply.

Qualifications:

- Work well with the public and displays a positive attitude.
- Minimum of one year management experience.
- At least 21 years of age.
- Minimum of one year front-of-house experience in a high-volume theatre bar or restaurant.
- Basic beer, wine and spirit knowledge.
- Ability to work independently and complete assigned tasks within identified timeframes.
- Availability to work a flexible schedule including weekends and evenings.
- Dependability.
- Work in a fast paced environment.
- Previous experience using computerized POS system preferred.
- Experience with live theatre a plus.

Responsibilities:

- Oversees and schedules all Front of House staff.
- Ensure patron safety and positive experience.
- Greets guests in a courteous, friendly manner.
- Closes out the bar and reports all intake on nightly report.
- In tandem with box office, assists with clearing up any confusion over patron seating issues.
- Locks up and stores all beverage product, food, equipment items, deposits and cash drops; secures bank.
- Performs general cleaning tasks to adhere to health and safety standards; keeps work area clean and organized.
- Performs other duties as assigned.

Physical Requirements of the Position:

- Employees will be required to provide proof of vaccination as a condition of employment. When providing such documentation, applicants are instructed to omit any additional medical information other than proof of FDA-

approved vaccination against COVID-19 infection. Please note any record of applicant vaccination will be maintained as a confidential medical record.

To apply for this position, please send a cover letter and resume to Human Resources under the heading:

House Manager

Cover letter must accompany resume submission

hr@lagunaplayhouse.com