



## **Seasonal: House Manager**

### **Cape Cod Melody Tent, Hyannis MA**

The House Manager is responsible for hiring, training, scheduling, approving payroll, and managing ushers for the season. It is also the responsibility of the House Manager to accommodate patrons with special needs on show nights.

#### **Duties & Responsibilities:**

- Prepare schedules for staff for the season, letting them know they are subject to change due to ticket sales or circumstances beyond our control.
- Enter schedules in Webtime.
- Prepare payroll and approve weekly in Webtime.
- Arrive 1 hour before usher staff to check in with Operations Manager and Box Office about the policies of the event.
- Hold meetings with staff before every show to go over show specific protocol.
- Inventory lost and found as it comes in after the event.
- Develop a thorough knowledge of the venue and immediate vicinity.
- Provide special assistance to guests with special needs, such as individuals with wheelchairs or other disabilities.
- Help solve customer concerns by answering questions settling seating disputes, and providing venue and event information to patrons.
- Become familiar with emergency evacuation protocol, safety rules, crowd management, and the proper way to guide patrons safely to exits in case of an emergency.

#### **Required Skills and Qualifications:**

- Ability to work cooperatively and effectively with a wide variety of people including management and peers to effectively solve problems.
- Must complete Massachusetts Crowd Manager certification.
- Awareness of public safety and security.
- Ability to address and handle customer concerns courteously and respectfully.
- Reliable, responsible, and dependable.
- Must be available for "ALL" show dates in the season, from mid-May through mid-September.
- Able to lift 50 pounds.
- Prolonged periods of standing, bending, and walking.
- Ability to work outside in varying temperatures in a fast-paced environment and often loud.
- Reliable transportation to and from work.

*Cape Cod Melody Tent, located in Hyannis, MA, is a 2300 seat all-ages, seasonal, tented outdoor theater. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 70 years.*