

CREEDE REPERTORY THEATRE

your theatre, always

House Manager/ Patron Services Associate

Reports to: Patron Services Manager

Supervises: Volunteer ushers

Job Type: Seasonal, Salaried, Exempt

Ideal Contract Dates: May 6, 2018 to August 26, 2018 OR June 9, 2018 to September 14, 2018

Areas of Work: House Management, Box Office, Concessions, Gift Shop

Essential Duties and Responsibilities

- Serve as House Manager for 2-4 shows as assigned.
- Provide an exceptional, seamless experience for the theatergoer, ensuring a safe, relaxed, and pleasant experience. Interact with patrons in a positive and meaningful way.
- Act as the “host” for the performance, coordinating closely with Patron Services team, problem solving any patron problems, and attending to patrons with special needs.
- Work closely with Stage Management to ensure a prompt start, intermission, and end time for each show.
- Work with volunteer ushers and be responsible for their sufficient scheduling, training, and appreciation.
- Ensure the lobby and adjacent spaces are clean, fully-stocked, and presentable before and after each show. Alert Facilities Manager about any necessary building maintenance.
- Create and distribute House Management reports after each show.
- Work Box Office shifts to round out schedule as needed. Learn CRT’s ticketing system.
- Uphold CRT’s policies and practices around Front of House.
- Keep all area’s and equipment in Front of House clean and stocked.
- Work with the Patron Services team to maintain clean lobbies, theatre house, and patron restrooms in both of CRT’s theatre spaces daily. This includes but is not limited to washing windows, cleaning bathrooms, mopping floors and vacuuming.
- Participate in deep cleanings as required (every 2 weeks).
- Participate in End of Season Strike as assigned.
- Serve as a hub of information about local restaurants, hotels and shopping.
- Become knowledgeable about CRT’s productions, process and special events.
- Attend the first read for assigned House Management shows.
- See all of CRT’s shows on or before opening weekend.
- Read all plays CRT will produce.
- Participate in all company meetings, Front of House meetings and other meetings as required by CRT.
- Participate in any special company functions or publicity functions required by CRT.
- Perform any other reasonable duties as assigned by your supervisor that should be necessary to meet the needs of CRT and your department.

Qualifications, Experience and Skills

- House Management experience required
- 2 years of customer service experiences preferred
- Show enthusiasm to work and create a respectful, inclusive and fast pace environment

- Able to problem solve and think quickly and calmly in high stress situations
- Cash handling experience preferred
- Able to count money and engage in daily cash-out procedures
- Possess a positive attitude, be flexible, friendly and courteous with patrons and fellow staff members.

About Creede Repertory Theatre

Founded in 1966, Creede Repertory Theatre (CRT) is a professional theatre company located at 9,000 feet in a spectacular location in the San Juan Mountains of Colorado. The historic town of Creede offers beautiful mountain views, hiking trails and stunning campsites. Each season, CRT produces 7-10 plays in rotating repertory, hosts numerous musicals events and concerts, develops new works through the Headwaters New Play Program, and creates nationally recognized educational programs. As part of its values, Creede Repertory Theatre is dedicated to Equity, Diversity, and Inclusion in every aspect of the company and is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

How to Apply

To apply for this position or any other production position at Creede Repertory Theatre, visit www.creederep.org/work-at-crt/ between November 1st through February 15th. Please no phone calls.