

Thrasher-Horne Center

Assistant House Manager

Primary Purpose: This position assists the House Manager/Volunteer Coordinator in managing the venue's front of house operations which utilizes a volunteer staff. There are two main functions:

- 1) The Assistant House Manager contributes to the safety, satisfaction, and comfort of the patrons attending events at the Thrasher-Horne Center.
- 2) The Assistant House Manager may serve as House Manager in his/her temporary absence.

This position also performs other duties and responsibilities as assigned and requires a flexible schedule with nights, weekends and some weekday hours as determined by the current show/rental schedule for the venue.

Class and Grade: This is a part-time position.

Description of Duties and Tasks:

1. Assists in the management for all front-of-house operations during all Thrasher-Horne Center regular shows and other rental events as assigned. Front-of-house options include ushering, ticket scanning or tearing, will call, gallery docents, and other duties.
2. Works in close collaboration with the House Manager/Volunteer Coordinator, box office, security, volunteer staff, concessionaire, technical crew, and maintenance to maintain guest security and comfort at all times.
3. Assists in the recruiting and training the volunteer staff in front-of-house procedures and policies.
4. Assists with the management and coordination of the volunteer ushers for all events and uses volunteer software for recording and managing schedules.
5. Works the day of show with touring companies, their merchandise staff, and Thrasher-Horne team to provide front-of-house special needs for performers, managers, and patrons.
6. Assists staff with special projects as needed.
7. Other duties as assigned by the supervisor.

Required Knowledge, Skills and Abilities

1. Possesses professional communication skills while maintaining a pleasant and personable demeanor.
2. Efficiency in operating various office equipment such as the computer, fax machine, copy machine, ticket printers and telephones. Microsoft office suite essential: word, excel, etc.

3. Previous experience with direct customer service in a similar setting.
4. The ability to read and speak the English language fluently.
5. Certified in CPR/AED and first aid or be willing to be trained and certified.
6. Must be able to work a flexible schedule, nights and weekends.
7. Ability to meet deadlines and work under stressful conditions, while keeping cool and calm.
8. Must be able to work in a team environment using good judgment, maturity, and a strong sense of responsibility. Must be adaptable and an adept multi-tasker.

Ergonomic Requirements

This position is a moderately physically demanding job. In addition to normal moderate workday duties, this position may involve bending, sitting, walking, and standing for long periods of time. Tasks such as working at a computer keyboard, writing, labeling and taping involve extensive wrist and hand movements.

Qualifications Standards

1. Education – Graduation from an accredited high school or possession of an acceptable equivalency diploma, preferably supplemented by courses in business administration, customer service management and hospitality.
2. Experience – Direct customer service experience performing similar tasks is required. Computer knowledge and experience is required. A comparable amount of training or experience may be substituted for the minimum qualifications.