



# House Manager

POSITION DESCRIPTION: August 2022

Deadline: Rolling Basis

## MISSION:

*CounterPulse is building a movement of risk-taking art that shatters assumptions and builds community. We provide space and resources for emerging artists and cultural innovators, serving as an incubator for the creation of socially relevant, community-based art and culture. CounterPulse acts as a catalyst for art and action; creating a forum for the open exchange of art and ideas, sparking transformation in our communities and our society. We work towards a world that celebrates diversity of race, class, cultural heritage, artistic expression, ability, gender identity & sexual orientation. We strive to create an environment that is physically and economically accessible to everyone.*

## ABOUT THE POSITION:

The House Manager is the face of CounterPulse representing the values of the organization to our public. The position is responsible for all Front of House operations during performances and events at CounterPulse, including hospitality, patron services, box-office services, and volunteer management. The House Manager expected to execute CounterPulse show policies and act as a liaison between artists and CounterPulse. This position reports to the Producing Manager, Kimi Harvey-Scott.

## ABOUT YOU:

You're enthusiastic about the arts and enjoy interacting with a diverse public. Juggling hospitality, patron services, box-office services, virtual event hosting, and volunteer management while maintaining your cool comes naturally to you. You enjoy a fast paced environment, bringing order and ease to a bustling social atmosphere. You're confident in front of a crowd, and delivering speeches is at least equally exciting as it is scary.

## Core Job Responsibilities:

- Delivering a welcoming and safe performance experience for all crew, volunteers, artists, and audiences
- Overseeing all public interactions during event, providing an excellent audience experience
- Ensuring all public spaces are presentable and hospitable
- Act as the point-of-contact for all patron inquiries, artist ticketing inquiries, and/or emergencies during the performances. Communicate any issues to the CounterPulse staff as needed
- Correspond with artists on specific show requests (including late seating, show start time, etc.)
- Train and manage all volunteers in their duties (including box office and general ushering)
- Manage box office, including checking in online ticket buyers and selling tickets
- Complete financial reports, production documentation and show report forms
- Answer incoming phone calls
- Occasionally House Manage online events on the Zoom platform for a seamless virtual audience experience



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- Correspond with private event staff on specific event needs (including unlocking doors, reception setup, etc.)
- Support with basic Front of House administration dependant on need and availability

## Why work at CounterPulse:

- Joining the CounterPulse team means joining a group of incredibly smart and dedicated folks who are driving a growing and changing organization.
- Our organizational culture is artist-focused and highly collaborative.
- We value the flexibility and perks of working at a small arts organization, and we think you will too.

## Hours:

- The position will be scheduled on an event-by-event basis.
- Standard call times are 4-hour blocks (including 2 hours setup time before the event, and 30min break down after the event). This may change depending on show needs.

## Compensation:

- You are hired as an hourly employee
- \$20/hr rate
- 5 hours of free studio time per month
- Complimentary admission to all performances as available

## Relevant Experience:

Candidates should have experience working with the public and have strong organizational and communication skills; box office or other theatre experience helpful. Restaurant hosting and other fast paced public-facing position very relevant. Candidates with CounterPulse volunteer experience prioritized. Experience hosting events on virtual platforms such as Zoom and Twitch relevant.

## How to Apply:

Please send a cover letter describing why you're interested in this position and resume to [kimi@counterpulse.org](mailto:kimi@counterpulse.org) with the subject line "ATTN: House Manager Application"

**Applications accepted on a rolling basis.**