

## Volunteer Job Description - House Manager

The House Manager (HM) is responsible for the public areas (not the stage or backstage) in the Theatre during performances, for supervising ushers and for the safety of the audience. The HM works with the Stage Manager to ensure that each performance goes smoothly and safely, and acts as the OTP liaison to the patrons attending each show.

House Managers for each production can find a list of ushers for their specific performances on Signup Genius (<https://www.signupgenius.com>) and are responsible for calling more ushers if the schedule does not show 8 ushers have signed up. Check Signup Genius a few days prior to the assigned performance to ensure a full roster of ushers.

### **DUTIES AND RESPONSIBILITIES PRIOR TO PERFORMANCES:**

- If more than one HM is working on a production, they must decide who will work which performances. Sign up for specific performances on Signup Genius.
- Attend the Thursday dress rehearsal to have the opportunity to see the entire production.
- Strive for 8 ushers signed up for each Main Stage show.
- Contact the Business Office with any specific information they may need to be aware of during the run of the show.

### **DUTIES AND RESPONSIBILITIES ON PERFORMANCE DAYS:**

- **Arrive no later than 90 minutes before the performance.**
- Check in at the Box Office and get the seating map for the performance along with updated usher list and a manifest listing names of patrons attending and their seat numbers to help with solving questions on duplicate tickets or assist patrons who can't access tickets on their phones.
- Pull out of cabinet all supplies – nametags, flashlights, head sets for patrons, etc.
- Access headset and hearing assist packs from booth in balcony.
- Unlock the front doors one hour before the performance starts.
- Using the House Manager Checklist, meet with ushers when they arrive, and ensure that the public is seated and the performance begins.
- Lead abbreviated training and orientation sessions with new ushers, reviewing responsibilities, practices and policies and emergency procedures.
- Facilitate intermissions, assisting the audience and ushers as needed and making sure that all areas (including concessions and bar) are running smoothly.
- Checking rest rooms a couple of times during the performance to see if there is a need to replace toilet paper and clean around sinks.

- Handle emergencies as they arise, working with the Stage Manager, and making decisions together if OTP personnel or other persons must be contacted. Fill out an Incident Report if any patron is injured (<https://www.oldtownplayhouse.com/volunteer/incident-report.html>).
- Following the performance, supervise ushers in cleaning up the auditorium and basement concessions area. Bring lost items downstairs to Lost and Found box located at the coat rack.
- Before leaving, lock all doors except back stage door. That means lock the double doors in the front-of-house and the business door where patrons enter by the elevator access. Check the restrooms and turn off the lights in the lower level.
- Follow up with the Business Office if there are any items to follow up on – repairs to be made, lost items, unhappy patrons, emergencies, etc.