The School of Drama is hiring House Managers for Fall quarter, 2017. **THIS JOB IS NOW OPEN TO ALL STUDENTS, REGARDLESS OF WORK STUDY STATUS.** This is a great job for anyone considering a career in customer service, hospitality, social work, event management, retail, nonprofit management, or the arts who wants to get experience interfacing with the public and managing volunteers in a fun, art-filled environment. Please share widely!

**JOB DESCRIPTION**

**Job Title:** House Manager  
**Department:** School of Drama  
**Location:** Meany Studio Theatre and Hughes Penthouse Theatre, UW Campus  
**Pay Rate:** $15/hour  
**Employment Period:** October 20 - December 10, 2017, with possibility to extend  
**Hours Per Week:** Up to 20 hours/week during show weeks (October 24 - November 5 & November 28 - December 10)  
**Contact Supervisor:** Holly Arsenault  
**Phone Number:** 206.221.6797  
**Email Address:** hollypla@uw.edu  
**Website:** drama.uw.edu

**Nature of Organization**

The University of Washington School of Drama develops innovative and courageous artists and scholars poised to be the creative leaders of tomorrow. We produce a mainstage season of 6 plays in three on-campus theatres during the school year. These plays are attended by students, staff and faculty, and members of the Seattle-area community. We also host talks and other special events in collaboration with community organizations, both on and off campus. About 8,000 people pass through the doors of our theatres each year.

**Duties and Responsibilities**

Are you great with people? Thinking about a career in customer service, hospitality, social work, event management, retail, nonprofit management, or the arts? Want to get experience interfacing with the public and managing volunteers in a fun, art-filled environment? You'd make a great house manager!

The House Manager is the School of Drama's primary representative to the public during all public performances, acting as a host to attendees, as well as supervising all student volunteers who are serving as ushers. The House Manager's primary responsibilities are:

- Ensuring the comfort and safety of patrons  
- Coordinating with ushers to seat the audience and keep the event on schedule  
- Training ushers and helping them create a welcoming environment  
- Supporting ticket office staff by assisting with check-in of ticket holders and providing back-up customer service for ticket sellers as needed  
- Creating the nightly House Manager report, which is an account of all audience-related activity at each performance, including audience count, any safety-related incidents, and anything else of which School of Drama should be aware  
- Managing set up and take down of special events (setting up chairs, setting out food on tables, etc.)  
- Staying in close contact with the School of Drama Engagement office, and helping to inform the Engagement office about patron needs and feedback

This position does **not** have regular hours. It is focused around events taking place in the School of Drama, including plays, talks, receptions, and other special events. Work will primarily take place **evenings and weekends**, Wednesdays through Sundays, including Sunday matinees.

**Minimum Qualifications**
This position is right for you if:
- You are able to maintain your composure and professionalism while answering questions, giving directions, explaining policies, and resolving potential conflicts while making sure the event stays on schedule
- You are highly reliable and punctual
- You feel comfortable acting as a trainer and guide to student volunteers, many of whom may be very inexperienced and/or shy
- You are confident and outgoing, and believe you can inspire those qualities in others
- You would rather be on your feet, interacting with people than sitting at a desk typing
- You value a schedule that ebbs and flows in terms of busy-ness, but keeps your daytimes (mostly) free

ACCESS, INCLUSION & DIVERSITY

The School of Drama has a strong commitment to diversity and access. We believe that art is for everyone, and we are actively engaged in dismantling structures that have historically prevented marginalized groups from accessing some arts experiences. Ensuring that every student at the UW has the opportunity to experience theatre is a high priority. Our ideal candidate will be someone who shares our dedication to creating inclusive, welcoming spaces where everyone—from seasoned theatre-goers to first-time attendees—feels comfortable and welcome.

Educational Benefits

You will emerge from this job with robust, marketable experience in volunteer management, customer service, event management, and decision making. You will have the opportunity to experience the process of theatrical production and get a first-hand look at how a play gets presented to an audience. You will have the opportunity to attend shows for free. You will have down time during shows to do class work. You will sometimes get free snacks.

To Apply

Please send a cover letter, resume, and 2 references to hollypl@uw.edu. Open until filled.

People Involved:
Holly Arsenault

News Category:
- Applications and Deadlines

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