

Work Study Job Description

Job Title:	House Manager
Department:	School of Drama
Location:	various theaters on main campus
Pay Rate:	15 - 15 / hour
Employment Period:	Academic year
Hours Per Week:	Up to 19 hours per week
Contact Supervisor:	Holly Arsenault
Phone Number:	206.221.6797
Email Address:	hollypla@uw.edu
Website:	http://www.drama.uw.edu
Box Number:	353950

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 theaters 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 theaters 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 of people from accessing the arts. 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 be an essential member of the Engagement team, helping to shape policies and procedures designed to increase access to the arts. 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.

HOW TO APPLY

Email the following: - Cover letter explaining why you feel you are a good fit for this position - Resume (Please be sure to include all work experience, both paid and volunteer, as well as any activities you have participated in that you feel apply to this position.) - 2 - 3 references To: Holly Arsenault, School of Drama Director of Engagement, hollypla@uw.edu