

## HORIZON THEATRE

### House Management Staff (Part Time)

**Horizon Theatre Company is hiring part-time House Management Associates – seeking outgoing, detail-oriented people with flexible evening and weekend availability, primarily Wednesday-Sunday.** House Management Associates may expect to work between 1 to 4 shifts per week during our regular season (January-October) and up to double the shifts during our holiday season (November-December). Please note that Horizon Theatre has performances on Thanksgiving Eve, Christmas Eve, New Year's Eve and New Year's Day. All Horizon staff is expected to work two of these performances. **Horizon Theatre Company requires all staff to be vaccinated, and to be able to provide proof of COVID-19 vaccination.**

Pay is \$12 per hour. Positions are available starting December 2021. This position offers two (2) complimentary tickets to each Horizon Theatre production.

#### Primary Responsibilities

- Staff evening, weekend and daytime performance shifts (day time performances are primarily during the holiday season)
- Supervise assistant house managers, apprentices, interns and ushers
- Ensure a welcoming, clean, and safe environment of all public spaces
- Work closely with the box office to quickly resolve patron seating issues
- Manage any FOH emergency situations such as patron evacuations
- Oversee concessions and merchandise sales and stocking
- Complete show reports and tallies of concessions, merchandise and donations
- Serve as Covid Compliance Officer (CCO) when on duty (included in training)

#### Qualifications:

- Demonstrate abilities in customer service, hospitality and problem solving skills
- Ability to cheerfully communicate with theatre patrons to provide a courteous and welcoming environment
- Ability to work effectively under pressure remaining flexible to new situations
- Ability to follow oral and written instructions without supervision
- Ability to work well independently as well as part of a team
- Experience with Google Doc, Sheets and Forms
- Experience with Microsoft Word and Excel

Horizon is committed to anti-racism in its programming, operations, and practices and to a diverse, inclusive, and equitable work environment. Members of underrepresented groups, including Black, Indigenous, and people of color, are encouraged to apply.

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Please email a cover letter, resume, and 3 references to Ciara Auten, Patron Services Manager at [boxoffice@horizontheatre.com](mailto:boxoffice@horizontheatre.com)