



House Manager (Part-time)

Job Summary

The NHSO is seeking experienced Front of House Managers for assisting with NHSO performances during the 2022/ 23 Concert Season. Concerts take place in New Haven, Hamden, Shelton, Madison, and other venues in the New Haven region. NHSO offers competitive hourly wages and flexible working hours.

Non-traditional candidates are strongly encouraged to apply. The facility in a second language is given strong consideration. A positive attitude and collaborative spirit are highly valued.

The NHSO is an Equal Opportunity Employer and anti-racist organization that fights hate, racism, and bigotry in all forms through our words, music, and actions.

Duties and Responsibilities

- Assist Head House Manager and Director of Operations in the pre-concert set-up; post-concert clean-up and responsibilities.
- Work directly with audience members to provide a comfortable and enjoyable concert experience; overseeing and directing seating assignments, distributing programs and other printed materials, and responding to necessary questions and concerns.
- Collaborate and coordinate directly with other house managers, box office staff, stage managers, and house security guards to ensure an enjoyable, safe, and quality experience and environment for concertgoers.
- Supervise volunteer ushers.
- Become familiar with and enforce NHSO's guidelines such as late seating and Covid-19 policies.
- Oversee the quality of the House remains clean and presentable to the audience.
- Become familiar with NHSO evacuation and emergency plans and procedures.
- Dress as required, and maintain a neat and professional appearance.
- Perform other duties as assigned by the Director of Operations.

Qualifications

- Excellent customer service skills.
- Strong decision-making and conflict resolution skills.
- Willingness to adapt and learn new things.
- Friendly and positive attitude.
- Flexibility with evening and weekend scheduling and availability.
- May be required to physically transport boxes and bins containing materials that are necessary at performances and events.

Please submit a résumé, brief cover letter, and 2 references to Operations@NewHavenSymphony.org.