

## **Assistant House Manager**

### **POSITION OVERVIEW**

The Assistant House Manager is a full-time position at the Colonial Theatre. This staff member is directly responsible for the overall well-being of the theatre and the patrons of the Colonial Theatre. They will 1) manage motion picture presentation, 2) oversee staff and volunteer relations with patrons, 3) oversee theatre maintenance issues, 4) be responsible for money handling/security, and record keeping.

Candidates for this role must possess strong customer service, time management, organizational, and verbal and written communications skills, as well as good judgement. Applicants should be energized by service to others and interested in arts and cultural programming. Customer service and management experience are preferred. Excel, Outlook, Google Calendar, and PowerPoint skills required. Experience with point of sale systems is desirable but not requisite because, to carry out the roles and responsibilities listed below, the Assistant House Manager will develop experience with Agile Ticketing database.

The Assistant House Manager is required to work at the Colonial Theatre 40 hours per week on weeknights and weekends. This member of the staff will both support and work collaboratively with Colonial employees, thereby helping advance the theatre's mission of nurturing community by celebrating the power of film and the performing arts to entertain, inform and reveal meaning.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### **Management (60%):**

- Follow checklist procedures for opening the theatre and preparing it for public use for the day.
- Oversee staff and volunteers to ensure that patrons are treated with courtesy and respect, and with prompt and effective service.
- Oversee box officers and concessions staff and assist with any customer service questions or issues.
- Assist with ticket sales, merchandise sales, membership sales, and refunds in Agile as needed.
- Know all membership levels and understand the benefits associated with each.
- Understand and enforce refund policies.
- Oversee ticket and concession sales, handle money and make deposits. Perform all related record keeping and bookkeeping duties.
- Know and understand PLCB laws concerning the proper procedures for selling alcohol to the public through RAMP training.
- Cover any staff position (box office, usher, or concession) for staff/volunteer absences or short staffing.
- Oversee staff performance of overall maintenance of the Colonial Theatre, including:
  - Ensuring that the theatre is always impeccably clean and orderly, including cleaning up food, spills and trash from the auditorium and elsewhere before,

between and after shows, as well as keeping lobby, bathroom, sidewalks and all other areas clean, orderly and safe

- Maintaining, stocking and overseeing the concession stand
- Stocking and maintaining general theatre supplies, informing the General or House Manager if supplies need to be ordered.
- Report on a routine basis to the General or House Manager any problems or irregularities with the operation of the theatre
- At the end of the day, follow checklist procedures for closing the theatre.
- Undertake and complete any other supporting management tasks, duties and responsibilities as directed by the General or House Manager.

The Assistant House Manager can expect to regularly move items up to 35 lbs and frequently ascend and descend ladders and stairs.

#### **Administrative (40%):**

- Input showtimes (weekly), build concert and special events, and create new Catalog items in Agile as needed.
- Advancing parking for concerts and special events with the Borough of Phoenixville.
- Working closely with the House Manager/General Manager to schedule cleaners after special events and concerts.
- Keep the concession bar menu up to date when the marketing team isn't available or overwhelmed.

#### **TO APPLY**

Please email your cover letter and application to [ryan@thecolonialtheatre.com](mailto:ryan@thecolonialtheatre.com). Please include in your cover letter the following:

- • Why you are interested in the Assistant House Manager position at the Colonial Theatre
- • Professional or personal experiences, in any, that inform your qualifications for this position and are not otherwise obvious from your resume.
- • Confirmation that the published salary range meets your requirements.

#### **EEO/AAP Statement**

The Colonial Theatre provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, and any other characteristic protected by federal, state, or local laws.