

Assistant House Manager (Part-time)

The Assistant House Manager is member of the Irvine Barclay Theatre Operating Company (IBT) Front of House (FOH) staff reporting to the House Manager. The Assistant House Manager is, in the absence of the House Manager, the primary supervisor of FOH activities for performances or events at the Barclay where the public is present.



Duties and Responsibilities

Performance and Events

1. Lead and work with an FOH staff team of up to 40 people comprised of paid and volunteer Lobby Captains, Head Ushers, Ushers, Custodial staff and Hospitality staff.
2. Prepare and maintain the venue consistent IBT pre- and post-performance standards
3. Conduct pre-performance staff briefings
4. Monitor all activities of FOH team members and assist where necessary
5. Proactively identify and work to solve customer service-related issues

Administrative

1. Assist House Manager with preparation of weekly FOH work schedules
2. Assist House Manager with processing of FOH bi-weekly payroll
3. Assist House Manager with hiring, initial and on-going training and performance reviews of Lobby Captains, Head Ushers and Ushers

Knowledge, Skills and Abilities

1. Demonstrable understanding of, and experience with, best practices in customer service
2. Exceptional verbal and interpersonal communication skills are required
 - a. Must be patient, gracious and composed in conversations with patrons
3. Advanced knowledge of, and experience in applying, conflict resolution techniques
4. Knowledge of, and experience with, working with and managing volunteers
5. Advanced skill with Microsoft Word, Excel and PowerPoint
6. Experience with CRM software, event and staff scheduling software, or payroll processing systems will be considered a plus

Education and Experience

1. Minimum two year's work in a FOH leadership role at a performing arts venue
2. Previous experience managing FOH staff at a performing arts venue will be considered a plus
3. Demonstrated ability to interact with co-workers, vendors, clients and patrons in a manner based on ethical decision making, discretion, diplomacy, and exceptional courtesy
4. Currently working toward an undergraduate degree from an accredited institution of higher education is the minimum educational requirement

Work Standards

1. Consistent demonstration of personal accountability, integrity, initiative and commitment to IBT's mission is expected
2. Demonstrable on-going mutual respect for internal and external colleagues is required
3. A work process that includes a personal emphasis on innovative problem solving through collaboration is essential
4. An ability to gracefully handle challenges in the context of a fluid and typically fast-paced daily work flow is vital

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Other

- Reports to: House Manager
- Supervisory responsibility: Lobby Captains, Head Ushers, Ushers
- Compensation: Part-time, hourly, starting at \$20/hr.
- Work-from-home eligible: No
- Working hours: Variable, agreed weekly schedule that will include nights and weekends
- Physical requirements:
 - Must be able to stand for long periods of time (at least one hour)
 - Must be capable of walking up and down stairs/inclines
 - Must be able to periodically lift items of up to 20lbs.
 - Must be able to assist others in cases of emergency
- COVID-19 related requirements:
 - IBT requires all full-time employees to be fully vaccinated against COVID-19
 - IBT strongly encourages all part-time employees to be fully vaccinated against COVID-19
 - If a vaccine is not possible for medical reasons or sincerely held religious beliefs, an employee will be required to show weekly proof of a negative COVID-19 test (molecular, PCR or antigen) before being allowed to work. Home test kit results are not acceptable.
 - Presently, IBT staff working performances are required to wear masks at all times and in all locations in the venue.