



House Manager (Seasonal, June)

The Princeton Symphony Orchestra (PSO), widely regarded as one of New Jersey's finest arts organizations, is a highly successful, professional, per-service orchestra. The PSO presents a six-program classical series at Richardson Auditorium in Princeton as well as pops, holiday, and education concerts, a chamber music series, lectures and events for the community, and robust education programs reaching over 10,000 students annually. The PSO values its partnership with the Youth Orchestra of Central New Jersey (YOCJ). Each June, the PSO presents the Princeton Festival, a multi-genre performing arts festival.

JOB TITLE

House Manager (Seasonal, June)

POSITION

The House Manager's role is to be a principal member of the management team and lead a crew of front of house staff including Assistant House Managers, ushers, ticket scanners, and security while providing exemplary customer service to all patrons of the PSO. This position will be the main point of contact when it comes to resolving conflict and managing the patron's general satisfaction as well as working with the production team to ensure all events remain on schedule. This is a part-time, temporary position whose primary purpose is to oversee the general operations of the Princeton Festival's main programming before, during, and after all concerts. This position reports to the Director of Patron Experience.

ESSENTIAL JOB FUNCTIONS

- Lead ushers and ticket scanners in providing exemplary customer service to all audiences.
- Assess worker availability and schedule ushers/scanners accordingly to ensure that all events are appropriately staffed.
- Train and oversee ushers and ticket scanners, outlining duties, house rules, and service expectations, including scanning tickets, distributing programs and other relevant materials such as ADA services, greeting audiences, and properly addressing audience conflict or misconduct.
- Coordinate with the production team to execute the seating process, including orchestrating the timing of seating notifications and encouraging efficient seating.
- Prepare for each performance by ensuring program books are stocked, appropriate signage is in place, ADA services are stocked and charged, and that ushers are briefed on any procedural specifications.
- Coordinate with the Box Office Associates to forecast and mitigate ticketing and seating issues during high traffic events.
- Lead pre and post-concert staff meetings, instructing ushers and ticket scanners on that day's program and procedures as well as debriefing after a concert.
- Address all issues that arise related to seating or the front of house with a high level of poise and professionalism.

- Coordinate with the Box Office Associates and ticket scanners to reconcile ticket sales, scans, and counts to ensure accurate attendance data. Set best practices for efficiently achieving accurate data.
- Provide a verbal account of each event to the Director of Patron Experience to discuss any changes that need to be addressed before the next event. This should include contextual information, such as seating issues, accidents, event timing, and other relevant notes or recommendations.
- Ensure the performance space is cleaned, restocked, and secured following each performance.

QUALIFICATIONS

- Applicants must be 18 or older, graduated from high school, and authorized to work in the US.
- Must have management experience, preferably in the entertainment or non-profit arts industries.
- Customer service experience, preferably in the entertainment, non-profit arts or hospitality industries.
- Attention to detail.
- Ability to initiate and build relationships with customers and interact one on one.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- High standards of integrity, credibility, and reliability.
- Works well independently and in a group setting, a true team player.
- Strong written and verbal skills.
- Must have a reliable form of transportation.
- Ability to work a flexible schedule including days, evenings and weekends.

PHYSICAL REQUIREMENTS

- Must be able to lift 25+ pounds.
- Must be able to stand and exert well-paced mobility for multiple consecutive hours at a time.

COMPENSATION

This is a part-time, temporary position for performances that take place as part of the Princeton Festival. The Princeton Festival takes place June 7-22, 2024, with training and orientation taking place prior to June 7, 2024. This position must be available to work a minimum of five days a week during those dates. Total hours will be approximately 30 hours/week. Pay: \$35/hour

Shifts will occur within the following hours:

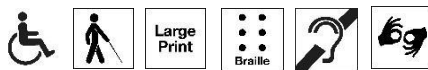
- Mondays - Saturdays: 4 pm – 10 pm
- Sundays: 1 pm – 7 pm

OTHER

The Princeton Symphony Orchestra follows government guidelines regarding the COVID-19 pandemic, and at its discretion may implement policies for employees and on-site contractors that exceed those guidelines.

HOW TO APPLY

Submit a resume and cover letter to employment@princetonsymphony.org with “House Manager” in the subject line. **Applications will be reviewed beginning February 26th, and will continue until all positions are filled.** The PSO reserves the right to run background checks before and during time of employment. All applications will be treated as confidential. Electronic submissions only – no phone calls. If you require any assistance or accommodations during the interview process, please include this information when submitting your application.



The Princeton Symphony Orchestra (PSO) is deeply committed to a thoughtful, honest, and ongoing self-examination of how we are applying principles of equity, diversity, and inclusion (EDI) and antiracism within our organization. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital

status, status with regard to public assistance, veteran status, status as a qualified individual with a disability, or any other characteristics protected by federal, state, or local law.