



HOUSE MANAGER

REPORTS TO:

- For Portland Ovation: Katelyn Manfre, Director of Community Programs and Partnerships
- For Portland Symphony Orchestra: Gusta Johnson, Director of Marketing & Communications.

SUMMARY/OBJECTIVE OF JOB: Portland Ovation and the Portland Symphony Orchestra jointly seek a highly responsible, collaborative individual to serve as House Manager (HM) for both historic organizations at all in-person performances during their respective 2022-23 seasons.

The HM is an integral part of the experience for our audience members. This position is responsible for creating a welcoming atmosphere, ensuring patrons enter our venues efficiently and safely and their live performance experience is as positive as possible. As a public-facing position, the HM must have excellent communication skills, be comfortable interacting with the public and be able to handle issues effectively and quickly.

Performances primarily take place at Merrill Auditorium. This position will work closely with the Event Manager, City Staff, and volunteer usher corps to enforce health and safety protocols, support patron services, and be the night-of-show representative and voice for each organization.

Additionally, Portland Ovation presents in a variety of venues each season. The HM will also be the main front-of-house point of contact for venue managers at the other spaces during the season; including Hannaford Hall, Westbrook Performing Arts Center, the State Theatre, and more. Specific duties may change depending on where the performance or event is taking place.

This part-time, seasonal position requires a flexible schedule which generally includes weekday evening and weekend afternoon and evening shifts. Some weekday morning shifts are required for school-time performances. Shift lengths vary and some advanced administrative work will be required leading up to a performance.

[A complete list of Portland Ovation 2022-23 events can be found here.](#)

[A complete list of Portland Symphony Orchestra 2022-23 concerts and events can be found here.](#)

Please note the dates and times required for this position. This position is compensated at \$25 per hour and will be contracted separately by each organization for the necessary performance dates and times. It is anticipated the position will require approximately 350-400 hours annually with most activity taking place September-June.

JOB DUTIES AND RESPONSIBILITIES:

Responsibilities include, but are not limited to:

- Participate in venue assessment walk-throughs with staff to determine accessibility needs for each event.
- Work closely with the marketing teams to determine and execute the lobby setup and breakdown for each event (tables, signage, promotional materials).
- Serve as the main point of contact for venue management and/or front-of-house staff to confirm staffing and setup procedures ahead of a performance.
- Coordinate with front-of-house staff or volunteer ushers to facilitate the safe and timely movement of audiences in and out of performance venues.
- Support and communicate with front of house staff to provide engaging customer service, serving as the main point of contact for questions related to health and safety protocols, policies and programs.
- Coordinate and facilitate merchandise sales at applicable concerts and events.
- Complete an end-of-night show report detailing any patron issues after each performance with input from PortTIX, and venue management.

REQUIRED QUALIFICATIONS/COMPETENCIES:

- Experienced in customer service, with a preference towards experience in audience services in a theater or performance venue.
- Travel to various venue locations in Portland and surrounding areas is required. The individual in this position is responsible for providing their own transportation as well as transporting lobby materials such as marketing collateral, merchandise, signage.

PREFERRED QUALIFICATIONS/COMPETENCIES:

- Possesses an appreciation for the arts and can be a positive, friendly representative at performances that span many genres and disciplines.
- Committed to active anti-racism and a deep interest or knowledge of equity, diversity, inclusion and access.
- Self-starter with excellent organization and communication skills.
- Problem-solving, strategic, flexible, and creative thinker.
- Strong listening skills, compassion and intercultural sensitivity towards people of various identity markers and life experiences.

WORK ENVIRONMENT: Events take place at one of the following venues: Merrill Auditorium, Hannaford Hall at USM, Westbrook Performing Arts Center and the State Theatre.

- **Merrill Auditorium** is owned and operated by the City of Portland. A beautifully restored 1,900-seat performance venue, this majestic hall is one of the gems of Portland's downtown Arts District. There is an elevator available in the lobby that provides access to all seating levels. porttix.com/merrill-auditorium
- University of Southern Maine's **Hannaford Hall** is located in the Abromson Community Education Center on the Portland Campus. It features spacious seating for 500 people and an onsite parking garage. usm.maine.edu/hannaford-hall
- The **Westbrook Performing Arts Center** is a state of the art, 1,000 seat theater funded entirely by the citizens and businesses of Westbrook. westbrookpac.org
- The **State Theatre** is a historic 1,870-seat performing arts venue in downtown Portland. Unless a show is advertised as reserved seated, shows are general admission and standing room only on the Main Auditorium Floor. statetheatreportland.com

PHYSICAL DEMANDS: Applicants must be able to do the following physical tasks: stand and sit for periods of time, lift 50-100 pounds with assistance from one other individual, execute or manage room set-up including moving tables, arranging and stacking chairs, setting up signage and monitor(s), moving boxes of programs.

TRAVEL: Travel to venues in the Greater Portland area expected. These include: Merrill Auditorium (20 Myrtle St, Portland), Westbrook Performing Arts Center (471 Stroudwater St, Westbrook), the State Theatre (609 Congress St, Portland), and Hannaford Hall at USM (88 Bedford St, Portland).

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

COMPENSATION RANGE: \$25 per hour

ADDITIONAL BENEFITS: Complimentary tickets to select shows (pending availability).

For more information on the Portland Symphony Orchestra (Maine), please visit PortlandSymphony.org

For more information on Portland Ovations, please visit portlandovations.org.

TO APPLY:

Please email resume and cover letter to info@portlandovations.org with subject line **“PSO Oventions House Manager”**. Format: .pdf preferred / .doc accepted.

Our Values:

Portland Oventions values equity and social justice for all and is committed to being anti-racist. We celebrate, support, and learn from our differences and believe an inclusive and diverse workplace creates a thriving organization benefiting our employees, our programs, and our communities. Oventions is proud to be an Equal Opportunity Employer and welcomes applications from candidates demonstrating diversity of race, gender, sexual orientation, religion, ethnicity and national origin.

It is the policy of the Portland Symphony Orchestra to provide all persons with equal employment opportunities without regard to race, color, religion, sex, national origin, marital status, sexual orientation, handicap, age, or veteran status. Equal Opportunity Employer.

Vaccine policy:

As organizations dedicated to gathering people for live performance experiences, Portland Oventions and the Portland Symphony Orchestra prioritize the health and safety of staff, artists, event workers, audiences, board and volunteers. Both organizations require all employees to be fully vaccinated with a CDC-approved COVID-19 vaccine, including any CDC-recommended booster shots, and agree to comply with the applicable Equal Employment Opportunity Commission guidance regarding mandatory employer vaccination programs under the ADA (Americans with Disabilities Act) and Title VII of the Civil Rights Act.