

# KIRKLAND PERFORMANCE CENTER

Title	House Manager
Employment status	Full time, non-exempt
Reports to	Director of Patron Services
Direct Reports	None

## **About Kirkland Performance Center (KPC):**

KPC is a non-profit corporation located in Kirkland, Washington. Our mission is “to provide a gathering place where people come together to express themselves creatively, exchange ideas, share culture, and connect with one another”. All policies and decision-making are based on this philosophy. Our primary goals are to provide the highest quality performing arts programs available for our audiences and to serve as a conduit for the producing arts institutions of the region.

We celebrate similarities and differences among our employees and the community so that we can create an environment that encourages learning from others and captures the advantages of different perspectives. In working together, we are serving the Puget Sound area by enriching the lives of residents in the region and providing a high-quality venue in which artists can present their work on the Eastside.

## **Position Description**

The House Manager serves as lead for the Front of House spaces. This position will be responsible for acting as supervisor for Patron Services Associates and Volunteers during events and ensuring a safe and enjoyable experience for all clients and patrons at the theater. This position will work primarily evenings and weekends to best serve our events and clients.

## **Duties**

- Act as supervisor for all House Management aspects during rental and/or presented performances
- Be point of contact during events for all lobby activities including catering, client access, patron services, and concessions operations
- Work with Director of Patron Services, Director of Production, and Assistant Production Manager to ensure all aspects of show advancement and preparation is covered
- Maintain extensive knowledge on KPC operations and safety policy to ensure clients and patrons are safe and abiding by appropriate rules
- Accurately complete nightly reports, communicating all issues with Director of Patron Services promptly

- Assist in Concessions booth maintenance including regular cleaning, inventory, ordering, sales reporting, and updates to operations, training, or items
- Maintain working understanding of beer keg systems including changing kegs, gas tanks, and general cleaning
- Attend weekly Staff Meetings and contribute to the overall operations of the organization
- Assist with regular laundry needs, storage organization, and necessary updates or improvements to the lobby in collaboration with the Director of Patron Services
- Exemplify superb customer service to all clients, patrons, volunteers, and fellow staff members
- Maintain collaborative relationships with the Technical crew, ensuring all parties are agreed on the run of show and expectations for each event.
- Act as first point of contact for injuries or incidents to patrons or clients that happen during performances

### **Required Qualifications**

- 2 years of management or supervisory experience, especially in a performing arts, nonprofit, or theater environment
- Strong Microsoft Office Suite skills
- Excellent interpersonal, conflict resolution, and de-escalation skills
- Current WA State MAST permit (KPC will provide training as needed)
- Cash handling experience, experience with Square POS a plus
- Fluent in written and spoken English, bi- or poly-lingual a plus

### **Preferred Qualifications**

- Familiarity with digital POS (Point of Sale), CRM (Customer Relationship Management), and Salesforce software systems
- Experience working with volunteer teams
- Experience with bar keg systems or the willingness to learn and maintain the skill
- CPR/First Aid training or the willingness to learn and maintain the skill

### **Work Environment**

- General office environment with adequate lighting and temperature
- Usage of standard office equipment, cell phones, and social media
- 400-seat theater auditorium with adjacent backstage area for the containment of production equipment, musical instruments, performance props, and costumes
- Often crowded public foyer area where food and hard/soft beverages are served and consumed during performance intermissions
- Work indoors with occasional loud noises, dimly lit areas, and publicly crowded spaces

**KPC offers a comprehensive benefits package** including generous paid time off, health/dental/vision coverage, retirement benefits, and more.

**Pay scale for this position is \$28/hour.**

**Physical Demands/ Location & Work Schedule:**

- Location: Kirkland, WA
- This position will be almost fully onsite work as it is obligated to onsite events and performances. Occasional remote work may be approved by the supervisor as needed.
- This is a full-time non-exempt position with a variable hourly schedule, primarily expected to work evenings and weekends.
- Prolonged periods of sitting, standing, or walking
- Must be able to lift 80 pounds or more to change beer kegs

**Diversity Statement:**

Kirkland Performance Center, an equal opportunity/affirmative action employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. KPC is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.