

**Position Title:** House Manager

**Supervisor:** Naomi Castro, Patron and Community Engagement Coordinator

**Hours per week:** hrs/week varies June 23-July 9. Hours include evenings and weekends.

**Compensation:** \$18.79-\$20.37/hr

**Position Summary:** The Oregon Bach Festival (OBF) House Manager plays a vital role in ensuring a welcoming, safe, and organized environment for patrons attending OBF performances and events at Beall Concert Hall and other festival venues. This individual oversees front-of-house (FOH) operations and ushers, participates as a member of assigned production cohorts, and provides exceptional service to enhance the patron experience.

**Job Duties:**

- Attend all-staff orientation
- Participate in pre-festival production advance meetings and trainings
- Create FOH timeline and execute check-list for each assigned performance/event
- Oversee FOH operations including lobby set up (any clean up, assembling program books, placement of signage, etc.)
- Assign and train ushers for each assigned performance/event
- Lead pre-concert meetings to explain event timeline and procedures
- Work closely with the production cohort, box office, volunteer coordinator, and marketing and communications director
- Address patron concerns in a professional and service-driven manner
- Monitor accessibility accommodations
- Ensure proper closedown after every event

**Qualifications:**

Required:

- Experience in event or venue management
- Experience successfully supervising reports and coordinating with peers
- Familiarity with professional classical performance ensemble practices
- Experience in customer service
- Strong Interpersonal skills and outgoing demeanor
- Strong organizational and communication skills
- Ability to make decisions under pressure in a calm manner
- Ability to manage multiple tasks, anticipate needs, and resolve issues quickly and efficiently