

Lyric's Plaza Theatre House Manager

Reports To: Facilities Director

Classification: Part-time, Hourly

Lyric Theatre seeks a part-time House Manager responsible for the courteous, efficient, and safe operations of the theatre's front of house during events at The Plaza Theatre – a 281-seat house. This is a supervisory and a hands-on job experience requiring exceptional interpersonal skills and the ability to provide for the happiness and satisfaction of Lyric's audience members. The House Manager arrives two hours prior to each performance to prepare the front of house for the volunteer ushers and patron's arrivals. Ensures that the concessions staff are in place and concessions is open. Supervises the lobby during the performance and closes the house after the show(s) are completed. The schedule is determined by the upcoming show schedules, currently through Mid-May 2023. Primary hours worked are evenings and weekends.

Essential Job Functions:

- Act as the primary staff member on duty during performances. Attendance at performances is required.
- Oversees ticket scanning, seating, and communications with security staff and volunteer ushers.
- Work to resolve any customer service issues.
- Complete end-of-show reports.
- Provide excellent customer service, addressing the needs of patrons in a friendly, helpful, timely, and effective manner.
- Maintain knowledge of plays and ticket policies.
- In case of emergency, the House Manager is responsible for the safe evacuation of the audience.
- Perform other duties as assigned.

Essential Knowledge and Qualifications:

- Excellent customer service background. Strong interpersonal, written, and oral communication skills.
- Must be adaptable and able to work in a fast-paced environment while maintaining a calm and reassuring demeanor.
- Comfort working with families and young audiences is needed.
- A background and/or interest in theater is a plus.
- Schedule flexibility and willingness to work performances and events, including early mornings, nights, weekends, and holidays.
- This position requires standing for extended periods and repeatedly walking approximately 50', occasionally including stairs. Ability to lift up to 50 pounds, such as boxes of show programs and equipment, is required.

Compensation:

- \$14/hour. Hours vary depending upon the show's run.

Application Procedure:

To apply, please submit the following electronically to: lauren@lyrictheatreokc.com or mail to: Lauren Hathcoat, Facilities Manager, Lyric Theatre of Oklahoma, 1727 NW 16th, Oklahoma City, OK 73106:

- Cover letter
- Resumé and/or work experience
- Contact info with three professional references including name, title, email, phone, and relationship. We will not contact references without your knowledge.

About Lyric Theatre of Oklahoma

Founded in 1963, Lyric Theatre of Oklahoma is the state's leading professional theatre company. Lyric produces classic and contemporary musicals, new works, and plays featuring artists from Oklahoma and around the nation. Lyric Theatre is centrally located in Oklahoma City with close access to affordable housing and urban amenities. For more information, visit www.LyricTheatreOKC.org.

Lyric Theatre is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status. All with the required experience, are encouraged to apply.