House Manager

The House Manager, under the supervision of the Events Manager, serves as Primary Contact for specific scheduled events held at the Performing Arts Center of Rapid City (PACRC), and will be the first point of contact for all volunteers and Concession Managers scheduled for the same specific events.

A. EVENT HOUSE MANAGEMENT
   A. Arrive 2 hours prior to scheduled event to do a walk-through of facility.
   B. Assist Concessions Manager and Volunteers in preparing Concessions Items.
   C. Post Sandwich Boards, Directional signs and Coat Check rack to appropriate locations based upon which theater is being utilized.
   D. Check and Lock all exterior doors after the event has ended.

B. VOLUNTEER COORDINATION
   A. Unlock East door (if not automatically unlocked) 75 minutes prior to event.
   B. Meet with Volunteers to instruct them on event requirements and assign duties.
   C. Locate Programs and Inserts, direct Volunteers on instructions for collating.
   D. Pass out Volunteer badges for Ushers and Concessions Managers.
   E. Make sure that all Volunteers are signing in and providing up-to-date contact information.
   F. After the show assign clean-up duties to volunteers to make sure lobby and theater are kept free of trash/debris.

C. EVENT LOGISTICS COORDINATION/COMMUNICATIONS
   A. Meet with the Technical Director/Stage Manager to address any issues, notes and questions prior to the event. Find out if Stanchions are required.
   B. Determine Late Seating policy for the event.
   C. Ring Hand-bell at the end of intermission to ensure that patrons are not late to their seats and don’t hold up the show.
   D. Inform Stage Manager/Technical Director when lobby is cleared from intermission so they can proceed with show/event.
   E. Inform Stage Manager/Technical Director when all patrons have left and house has been swept that the “House is Closed”.
D. FRONT OF HOUSE/HOUSE MANAGEMENT CONCESSIONS MANAGEMENT
   A. Provide detailed duties/descriptions to Volunteers for the specific event
   B. Make note of all expired/depleted stock concessions including wine and beer, and provide to Events Coordinator for ordering/restocking.
   C. Maintain positive relations with all volunteer staff.
   D. Count and sign off on concessions cash bags in conjunction with Concessions Manager.
   E. Fill out HM Report forms and report anything out of the ordinary.

E. OTHER DUTIES AS REQUIRED

F. TIME REQUIRED
   A. Approximately 10 hours per week; Mostly evenings and weekends. Some weeks with much higher activity and others with inactivity.