

CAL SHAKES

Position Description **ASSISTANT HOUSE MANAGER** Part-time Seasonal Non-exempt

The Opportunity

California Shakespeare Theater is looking for a dynamic Assistant House Manager who will act as a customer service point person and assist the House Manager on all duties necessary to ensure a smooth and efficient operation. The successful candidate, will be an ambassador for the theater by representing our commitment to being a welcoming community that makes everyone feel that they belong. It's a goal of Cal Shakes to hire people who in addition to being competent at their job, are also able to enhance and help enrich our culture and community. The Assistant House Manager is responsible in assisting on all front-of-house activities and the comfort and safety of audiences at our 545-seat outdoor venue situated between a eucalyptus forest and the majestic hills of Orinda.

The Organization

Cal Shakes is an award-winning, nationally recognized regional theater, with offices in Berkeley, an outdoor main stage performance venue in Orinda, and community programs throughout the Bay Area. Cal Shakes expands access to and relevance of the arts by fostering a participatory culture among a diversity of audiences, artists, and learners throughout the Bay Area.

California Shakespeare Theater has an inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups in our community to apply.

Our Mission

Cal Shakes redefines the classical theater for the 21st Century, making works of extraordinary artistry that engage with our contemporary moment so we might learn about ourselves and each other in the fullness of our world.

Essential Duties and Responsibilities

Duties include welcoming our patrons to the Bruns, helping patrons with assistance and question, and ensuring that they have a safe, relaxed, and pleasant experience before, during, and after the performance. The Assistant House Manager will assist with all operational duties, problem-solve, be a team player, train and manage volunteer ushers, and demonstrate thoughtfulness and creative thinking while meeting patron needs. The Assistant House Manager will help lead the house staff, initiate and implement efficiency strategies, problem solve, and manage and train the volunteer ushers. It is the job of the Assistant House Manager to assume the responsibilities of the House Managers when they are not present and manage the House accordingly during the Main Stage season and Student Matinee performances. Should a problem occur that needs managerial attention, the Assistant House Manager should direct such issues to the House Manager.

Qualifications and Skills

Candidates should enjoy working in a creative, collaborative, fast-paced environment. Successful candidates will:

- Share a respect for diversity of backgrounds and voices.
- Demonstrate diplomatic, tactful and patient customer service and create a hospitable atmosphere; possess friendly, outgoing retail skills and event management techniques.
- Solid leadership and team playing skills
- Think on your feet and problem-solve in a calm, professional manner.
- Work under pressure to assist in meeting tight nightly deadlines.
- Demonstrate ability to effectively manage volunteers.
- Exercise good judgment, approach problem-solving with an open mind and give appropriate consideration to others when working with the public; a background in hospitality, customer service, and house and/or event management preferred.
- Observe a basic dress code and attend pre-season training (s)
- Dependably work week nights; preference will be given to applicants who can begin season preparation in mid-May and work through mid-October, including Student Matinee staffing.

Special Environmental Factors

- Position requires night and weekend hours, primarily at our outdoor Amphitheater site in Orinda.
- The organization has two workplaces: offices in Berkeley and at the Bruns Amphitheater in Orinda.
- Efficient execution of the job during the season may require that the employee have access to and operate an automobile in order to work at the Amphitheater site when required.
- The position may require pre-season administrative duties at the Berkeley office or remotely by computer.
- *At the Bruns Amphitheater:* extended standing, walking on uneven ground (hills, gravel, and rocks), working outdoors with no effective protection from weather for extended periods of time.

Position:

This is a **Part-Time seasonal position** of 30 hours per week and will start on or around May 20th 2017 and continue to mid-October. Night and weekend schedule required.

Supervision: The Assistant House Manager reports to the House Managers

Compensation:

\$15/hr

Application: Please submit cover letter and résumé to:

Email: opportunities@calshakes.org (using “Assistant House Manager Search” in subject line)

For more information about Cal Shakes please visit our website at www.calshakes.org