

ASM Global, the leader in privately managed public assembly facilities has an immediate opening for a **House Manager** at The Orpheum Wichita, Kansas.

SUMMARY:

Under direct supervision of the Theatre Director, this position is responsible for theatre event and pre-event day tasks, ordering and maintain inventor of food and beverage, control and monitor customer contact aspect of the facility, plan, direct and manage the event coordination to provide a smooth flow of event functions. Manage and directly oversee all volunteer staff including scheduling for all events.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for all theatre staffing and volunteer coordination with the general direction of the Theatre Director.
- Ensure that every client, guest and vendor receives the best service possible.
- Responsible for ordering and inventory control of all concessions and liquor items; prepare charge backs and reconciliation of all concessions sold.
- Inspect and assure that all theatre pre-event tasks are complete prior to doors. Communicate issues to the Theatre Director.
- Maintain physical control of all liquor to ensure state and city laws and regulations are met.
- On event nights assume responsibility for ingress and egress, and that the theatre is secured following the event.
- Ensure that the integrity of the facility is upheld in the manner that we and our guest are accustomed to.
- Respond to crowd control and/or crowd management situations in a prompt and decisive manner and orally respond in a professional and diplomatic manner during crisis and/or sympathetic situations.
- Respond to visual and audible alarms from building automation and life safety systems. Make immediate decisions and communicate with all users of the facility in an emergency situation.
- Answer the phone promptly and in a timely manner.
- Complete all correspondence promptly and professionally.
- Get approval from the Director before any mass communication to the public is disseminated.
- Work extended and/or irregular hours including nights, weekends and holidays as needed.
- Regular attendance is an essential job function.
- Other duties and responsibilities may be assigned.

VOLUNTEER/SUPERVISORY RESPONSIBILITIES:

- Responsible for recruiting, interviewing, and coordinating training for new volunteers; planning and assigning duties/ tasks for each person selected.
- Send letter acknowledging all volunteer applications, in addition to acceptance and rejection letters.
- Direct the training a volunteer needs when assigned to a new area of responsibility.
- Log and track volunteer hours.
- Organize and conduct a minimum of two general volunteer training sessions each year.
- Maintain volunteer records – to include applications; skill-set grid; birthday log; food handler permits; liquor license registrations and recognition awarded, etc.
- Maintain the volunteer handbook.
- Oversee volunteer recognition program.
- Follow SMG HR Policies and Procedures and applicable state laws.

SKILLS REQUIRED:

- Demonstrate knowledge in industry terminology, facility capabilities, operational procedures, event coordination and event-related services.
- Demonstrate the principles and techniques of volunteer organization, training, scheduling, and other administrative duties.
- Handle conflict, make common sense decisions and exercise proper action during high tension and stressful situations.
- Know basic accounting.
- Handle multiple tasks simultaneously.
- Perform light lifting and carrying at times.
- Operate a personal computer using Windows, Microsoft Office software, including copier and fax machine.
- Follow oral and written instructions and communicate effectively with other in both oral and written form.
- Organize and prioritize work to meet deadlines with special attention to detail.
- Work effectively under pressure and/or stringent schedule, and produce accurate results.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, employees, volunteers, exhibitors, patrons and others encountered in the course of employment.
- Be licensed and insured to operate a motor vehicle in the United States.
- Remain flexible and adjust to situations as they occur.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree from an accredited school (desired).
- Three (3) years related experience and/or training through event coordination or meeting planning; or equivalent combination of education and experience.
- Customer/Volunteer/ Guest service experience is required.
- Ability to speak read and write in English.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to work on computer. The employee is regularly required to use feet and legs to walk the facility as many times as required during an event the employee is charged with for the day. The person must be able to climb stairs and walk long distances to access all seating. Lifting up to 45 lbs. Must be able to work extended hours, weekends, and holidays as required.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.