

House Manager

Tacoma Musical Playhouse

Tacoma Musical Playhouse (TMP) is committed to creating exceptional live theatre experiences and providing opportunities for artists, volunteers, students, and audiences to connect through the performing arts.

Mission Statement: Our mission is to enrich the community through exceptional musical theater experiences that inspire, cultivate creativity, and foster lifelong learning. Through accessible performances, educational programs, and meaningful opportunities for artists, audiences, and learners, we build an inclusive community where people of all ages can grow, belong, and thrive through the transformative power of musical theater.

Vision: To be the region's leading community musical theater, known for exceptional artistry, lifelong learning, and inclusive experiences that enrich lives, inspire connection and pride, and create opportunity for all.

Values:

Enrichment

We believe musical theater enriches lives. Through inspiring performances, meaningful educational experiences, and opportunities for personal growth, we foster creativity, connection, joy, and lifelong learning for individuals and our community.

Excellence

We are committed to the highest standards in artistry, education, and service. We pursue excellence in every production, program, and interaction, continually striving to create exceptional experiences for audiences, students, artists, volunteers, and staff.

Inclusion

We create a welcoming and accessible environment where all people feel valued, respected, and empowered to participate. We are dedicated to removing barriers and ensuring that our theater reflects and serves the diverse communities of South Puget Sound and beyond.

Creation

We celebrate the power of imagination, collaboration, and artistic expression. We cultivate opportunities for people of all ages and backgrounds to create, perform, learn, and contribute to meaningful theatrical experiences that inspire and connect.

Integrity

We act with honesty, accountability, and respect in all that we do. We honor our commitments, steward our resources responsibly, and uphold the trust placed in us by our audiences, supporters, artists, students, and community.

Employees are expected to support and demonstrate TMP's mission, vision, and values through their interactions with patrons, volunteers, colleagues, artists, and community partners.

Compensation

Tacoma Musical Playhouse is looking for a talented House Manager to join the team part-time. This position pays \$21.00 per hour.

Benefits

For staff who are employed at least 20 hours per week but less than 40 hours per week, holiday time will be compensated in proportion to the usual hours worked. Staff employed at least 20 hours per week but less than 40 hours per week, are eligible for pro-rated paid time-off.

Job Description

As an integral part of the frontline of our organization, the House Manager oversees all front of house operations before, during, and after performances. The House Manager is responsible for ensuring an excellent patron experience while they are on-site for performances and serves as the on-site authority in the event of an emergency. This position oversees front of house staff and volunteers and works in tandem with the Box Office and Stage Management during performances. The House Manager will work a variable schedule based on Tacoma Musical Playhouse's production and event calendar, including Mainstage productions, Family Theater productions, Camp TMP education programs, and special events. This is a part-time, hourly position averaging 20–25 hours per week. The schedule will include evenings and weekends and will fluctuate based on the performance and event schedule. Additional hours may occasionally be available or required during particularly busy production periods or special events.

Minimum Requirements

- Previous experience in customer service, volunteer management, and/or front of house operations.
 - Previous supervisory or management experience. Knowledge of ADA and accessibility practices. Experience providing proactive guest service and resolving patron complaints. Experience working in a performing arts, entertainment, hospitality, or event environment. Experience managing volunteers or volunteer programs.

- Excellent written and verbal communication skills.
- Current First Aid/CPR certification or ability to obtain within 30 days of hire.
- Current Washington State MAST Permit or ability to obtain within 30 days of hire.
- Prior cash-handling experience.
 - Experience with point-of-sale systems and cash reconciliation.
- Ability to briefly and safely lift and carry boxes weighing up to 20 pounds.
- Ability to stand for extended periods, including up to 1.5 hours, while bending and reaching as needed.
- Ability to work evenings, weekends, and a variable schedule based on the performance calendar.
- Willingness and ability to learn new software applications.
- Demonstrated computer proficiency.
- Ability to work independently, prioritize competing responsibilities, and make sound decisions in a busy public-facing environment.

Essential Job Duties

The ideal candidate is capable, motivated, and willing to learn and grow as the position evolves. As a House Manager, you must be able to:

- Ensure the theater, lobby, and all guest-accessible areas are in show-ready condition in preparation for patron arrival.
 - This includes conducting a thorough pre-show walkthrough; confirming that seating areas, aisles, entrances, exits, restrooms, concessions areas, and other public spaces are clean, safe, accessible, adequately stocked, and free of hazards or obstructions; verifying that signage and promotional materials are properly displayed; confirming that Front of House staff and volunteers are in their assigned positions and prepared for patron arrival; and promptly communicating or addressing any facility, safety, accessibility, or operational concerns before the house opens.
- Communicate and coordinate with Stage Management to allow a seamless turnover of the house, lobby, and stage areas at house opening, show start, intermission, and audience exit.
 - This includes participating in pre-show check-ins; confirming that the lobby, theater, seating areas, aisles, and exits are ready for patrons; communicating when Front of

House is prepared to open the house; coordinating the timing of house opening and show start; communicating with Stage Management regarding late-arriving patrons, audience readiness, accessibility needs, or other circumstances that may affect the performance; coordinating Front of House activities during intermission; and ensuring an orderly and timely audience exit at the conclusion of the performance. The House Manager is expected to follow established communication protocols, respond promptly to direction from Stage Management, and communicate any issues that could affect the performance schedule or patron experience.

- Supervise front of house volunteers to ensure patrons receive a warm welcome, hospitable atmosphere, and organized crowd control.
 - This includes confirming volunteer assignments and coverage before each performance; providing pre-show instructions and updates; ensuring volunteers understand their roles, performance procedures, emergency protocols, accessibility practices, and patron service expectations; monitoring volunteer performance and the flow of patrons throughout the lobby and theater; providing guidance and assistance when questions or issues arise; addressing performance or conduct concerns appropriately; and ensuring volunteers remain attentive, courteous, and engaged throughout the patron experience. The House Manager is responsible for creating a welcoming and orderly Front of House environment while maintaining appropriate crowd control and responding promptly to patron needs or safety concerns.
- Oversee and perform concessions and alcohol cash and credit sales transactions using computerized point-of-sale systems in a fast-paced environment with competing priorities.
 - This includes operating the POS system accurately and efficiently; processing cash, credit, and other approved payment methods; providing friendly and professional service to patrons; ensuring accurate pricing, payments, change, receipts, and transaction records; following established procedures for alcohol sales, including verifying identification and complying with applicable laws and organizational policies; monitoring transaction activity and addressing POS or payment issues; maintaining appropriate cash-handling and security procedures; and coordinating with Front of House staff and volunteers to maintain efficient service during high-volume periods. The House Manager must be able to remain calm, organized, and attentive to accuracy while simultaneously responding to patron needs, performance timelines, staff or volunteer questions, and other operational demands.
- Manage day-to-day concessions and alcohol operations to ensure adequate products, supplies, equipment, and staffing are available for scheduled performances and events.
 - This includes monitoring inventory levels and product usage; forecasting needs based on expected attendance, event type, and prior sales; placing or coordinating orders for concessions products and supplies; receiving and checking deliveries; properly

storing and rotating inventory; monitoring product quality and expiration dates; maintaining accurate inventory records; identifying shortages or ordering needs; and ensuring concessions areas, equipment, and supplies are clean, organized, stocked, and ready for service prior to each event. Coordinate with concessions vendors to place orders, confirm deliveries, resolve discrepancies or service issues, communicate operational needs, and maintain professional and productive vendor relationships.

- Address on-site patron questions, concerns, and problems promptly, professionally, and with a service-oriented approach.
 - Serve as a primary point of contact for patrons during performances and events, providing accurate information and assistance regarding seating, tickets, accessibility, concessions, facilities, schedules, and Front of House procedures. Listen carefully to patron concerns, demonstrate empathy and respect, assess the situation, and take appropriate action to resolve complaints whenever possible. Use sound judgment to determine when an issue can be resolved directly and when it should be escalated to the Box Office, Stage Management, administrative staff, or another appropriate resource. Handle difficult or emotionally charged interactions calmly and professionally, including situations involving disruptive behavior, seating disputes, accessibility concerns, or dissatisfaction with the patron experience. Document significant complaints, incidents, and patron feedback accurately and promptly, and communicate recurring or serious concerns to the appropriate staff members for follow-up.
- Perform end-of-day cash register reconciliation and deposits.
 - This includes closing out POS transactions; counting and reconciling cash on hand against recorded sales; verifying credit, debit, and other electronic payment totals; documenting sales and payment activity; identifying, investigating, and reporting any discrepancies; preparing required cash and deposit documentation; securing funds appropriately; and completing or coordinating deposits according to established procedures and timelines. The House Manager is expected to maintain accurate financial records, protect organizational funds, and promptly communicate any discrepancies or concerns to the appropriate supervisor.
- Ensure Front of House operations comply with established safety guidelines, emergency preparedness procedures, and incident reporting requirements before, during, and after performances and events
 - This includes conducting routine safety checks of guest-accessible areas; keeping aisles, exits, accessible routes, and other emergency egress pathways clear and unobstructed; ensuring Front of House staff and volunteers understand and follow applicable safety procedures; maintaining awareness of potential hazards and promptly addressing or reporting unsafe conditions; knowing the location and proper use of emergency equipment and exits; responding calmly and appropriately to

emergencies and other safety-related situations; coordinating with Stage Management and other staff during an emergency; and completing accurate and timely incident reports for injuries, medical emergencies, disruptive behavior, property damage, safety concerns, or other significant events. The House Manager is expected to exercise sound judgment, prioritize patron and staff safety, and promptly escalate situations that require additional assistance or emergency response.

- Serve as the on-site authority in the event of an emergency and manage emergency protocols and training for front of house staff.
 - This includes maintaining familiarity with emergency response protocols and facility evacuation procedures; ensuring Front of House staff and volunteers receive appropriate training and understand their emergency responsibilities; conducting or coordinating periodic emergency preparedness briefings and drills as directed; maintaining clear communication with Stage Management and other designated staff during an emergency; assessing the situation and determining appropriate Front of House actions within established protocols; directing staff and volunteers in crowd management, evacuation, sheltering, or other emergency procedures as applicable; contacting or coordinating with emergency services when necessary; providing clear instructions to patrons; and documenting and reporting significant incidents in accordance with organizational requirements. The House Manager must remain calm under pressure, exercise sound judgment, and understand when an emergency requires immediate escalation to 911, facility personnel, organizational leadership, or other appropriate authorities.
- Plan, coordinate, implement, and supervise a centralized program to recruit, train, manage, schedule, and recognize front of house volunteers.
 - This includes assessing volunteer staffing needs based on the performance and event calendar; assisting administrative staff in the development and implementation of volunteer recruitment strategies and maintaining an active pool of qualified and engaged volunteers; coordinating applications, onboarding, orientation, and training; establishing clear volunteer roles, expectations, and procedures; maintaining accurate volunteer records and contact information; creating and managing volunteer schedules; monitoring attendance, reliability, performance, and engagement; providing ongoing coaching and support; addressing volunteer concerns or performance issues appropriately; and developing meaningful ways to recognize, appreciate, and retain volunteers. The House Manager is responsible for creating a welcoming, organized, and inclusive volunteer experience while ensuring adequate and appropriately trained Front of House coverage for each performance and event.
- Work with other staff to create promotional tools and implement the volunteer program
 - Collaborate with TMP staff to develop and implement promotional and recruitment materials that support the Front of House volunteer program. This includes

identifying volunteer recruitment needs; providing information and content for volunteer announcements, emails, flyers, website content, social media posts, and other appropriate communications; working with designated staff to ensure promotional materials accurately reflect volunteer opportunities, expectations, schedules, and benefits; identifying and pursuing appropriate community outreach and recruitment opportunities; and helping implement volunteer recruitment, onboarding, engagement, and recognition initiatives. The House Manager will contribute Front of House expertise and volunteer-program information while working collaboratively with staff responsible for marketing, communications, development, and other organizational functions.

- Assist in the creation and maintenance of orientation materials for front of house volunteers.
 - This includes reviewing and updating volunteer handbooks, orientation guides, checklists, role descriptions, quick-reference materials, emergency procedures, accessibility guidelines, patron service expectations, theater policies, seating and ticketing procedures, concessions procedures, and other materials necessary for volunteers to perform their responsibilities effectively. Ensure materials are accurate, easy to understand, consistent with current TMP policies and procedures, and accessible to volunteers in appropriate formats. Gather feedback from volunteers and staff to identify areas where additional clarification, training, or updated materials may be needed.
- Coordinate Front-of-House volunteer schedules for Mainstage performances, Family Theater performances, Camp TMP education programs, and add-on events.
 - This includes reviewing the production and event calendar to identify volunteer staffing needs; determining appropriate volunteer coverage for each performance or event based on anticipated attendance, event requirements, and operational needs; communicating volunteer opportunities and schedules; collecting and tracking volunteer availability and preferences; assigning volunteers to appropriate shifts and positions; confirming schedules in advance; monitoring attendance and schedule changes; arranging coverage for cancellations, absences, or unexpected staffing needs; communicating schedule changes promptly to affected volunteers and staff; and maintaining accurate, up-to-date scheduling records. The House Manager is responsible for ensuring that each event has sufficient, appropriately trained Front-of-House volunteer coverage while balancing organizational needs with reasonable consideration of volunteer availability and commitments.
- Adhere to performance schedule timelines and communicate with Stage Management and Box Office during pre-show, performance, and post-show periods
 - This includes arriving sufficiently in advance to complete required Front-of-House preparations; confirming staff and volunteer readiness; participating in pre-show

communication and check-ins; coordinating house opening and show start with Stage Management; communicating patron, seating, ticketing, accessibility, or other issues that may affect the performance; responding promptly to communications during the performance and intermission; coordinating with the Box Office regarding ticketing and patron concerns; and completing post-show Front-of-House responsibilities within established timelines. The House Manager is expected to monitor the performance clock, anticipate operational needs, communicate changes promptly, and take appropriate action to prevent avoidable delays or disruptions to the patron experience or production.

- Greet and seat audience members, including offering appropriate assistance to patrons with disabilities and accessibility needs.
- Manage ticket scanners for performances.
 - This includes preparing and testing ticket-scanning devices prior to house opening; ensuring scanners are adequately charged, connected, and loaded with the appropriate event information; distributing and collecting scanners as needed; training or directing Front-of-House volunteers in proper scanner use; monitoring ticket scanning and patron flow during house opening; troubleshooting routine scanner or connectivity issues; coordinating with Box Office staff to resolve invalid, duplicate, missing, or otherwise problematic tickets; and ensuring that patrons are admitted efficiently while maintaining appropriate ticketing controls. The House Manager is expected to remain attentive to scanner activity and patron flow and to promptly communicate recurring or unresolved technical or ticketing issues to the appropriate staff member.
- Create and submit front of house reports after each performance.
 - Reports should document relevant operational information, including attendance or patron counts when applicable, Front-of-House staffing and volunteer coverage, significant patron concerns or complaints, incidents or safety issues, accessibility concerns, concessions or operational issues, facility or equipment problems, ticket-scanning or Box Office issues, notable events or unusual circumstances, and other information requested by TMP. The House Manager is responsible for gathering relevant information throughout the event, maintaining clear and objective records, completing required reports before the established deadline, and communicating significant issues or follow-up needs to the appropriate staff members. Reports should provide useful information that supports operational continuity, accountability, and ongoing improvement of the patron and Front-of-House experience.
- Assist with special events and on-site Board meetings

- This includes helping prepare and inspect event spaces; coordinating Front-of-House staff and volunteers; assisting with guest arrival, registration, wayfinding, seating, accessibility needs, and general hospitality; supporting food, beverage, and concessions setup and service as applicable; ensuring public and event spaces are clean, organized, safe, and appropriately presented; coordinating with TMP staff, vendors, and other event partners; monitoring event operations and addressing routine questions or concerns; assisting with setup and breakdown; and completing any required post-event reporting or closing procedures. The House Manager is expected to provide a professional and welcoming experience for guests while adapting Front-of-House practices to the specific needs, format, and schedule of each event.
- Attend scheduled weekly staff meetings and other meetings as needed.
 - This includes coming prepared to provide updates on Front-of-House operations, volunteer staffing and scheduling, patron feedback, concessions, safety or facility concerns, upcoming performance and event needs, and other relevant matters; listening to and understanding information shared by other departments; asking questions or seeking clarification when needed; contributing constructive ideas and solutions; communicating relevant decisions and updates to Front-of-House staff and volunteers; and following through on assigned tasks, decisions, and action items. The House Manager is expected to maintain professional, respectful, and collaborative communication with colleagues and contribute to a positive team environment.
- Perform other duties as assigned to support the needs of the organization.
 - Such duties may include providing temporary assistance to other departments, supporting special events or productions, assisting with Front-of-House projects or organizational initiatives, helping address unexpected operational needs, or performing other tasks that are reasonably related to the position's responsibilities, skills, and experience. The House Manager is expected to approach additional assignments with flexibility, professionalism, and a collaborative spirit while communicating with their supervisor when clarification, prioritization, training, or additional resources are needed.

Please note this list is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities that are required for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Working Conditions

- This position is primarily performed in a theatre and event environment and requires regular interaction with patrons, staff, volunteers, and vendors

- The position requires periods of standing, walking, bending, reaching, and moving throughout the facility before, during, and after performances.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Location

This position will be based at the Organization's Tacoma, WA office location.

Contact Information

For all communications regarding this position, use the contact information below.

- Contact Name: Brittany Henderson
- Contact Email: brittanyhenderson@tmp.org
- Contact Phone: 253-565-6867
- Contact Address: 7116 6th Ave Tacoma WA 98406
- Website: <https://www.tmp.org/>

How to Apply

Interested candidates should submit the following materials for consideration: A current résumé outlining relevant professional experience, skills, and qualifications. A brief cover letter describing your interest in the House Manager position and how your experience prepares you to support Tacoma Musical Playhouse's patrons, volunteers, productions, and organizational mission. Contact information for three professional references. References will only be contacted with the candidate's permission. Please submit application materials to brittanyhenderson@tmp.org with the subject line "House Manager Application." Applications will be reviewed as they are received, and the position will remain open until filled. Candidates selected for an interview will be contacted directly.

EEO Statement

Tacoma Musical Playhouse is an equal opportunity employer and encourages individuals with diverse backgrounds, experiences, and perspectives to apply.

Disclaimer

Applicants may be subject to a background check. Employees in this position must be able to satisfactorily perform the essential functions of the position. If requested, Tacoma Musical Playhouse will make every effort to provide reasonable accommodations to enable employees

with disabilities to perform the position's essential job duties. As markets change and the Organization grows, job descriptions may change over time as requirements and employee skill levels evolve. With this understanding, Tacoma Musical Playhouse retains the right to change or assign other duties to this House Manager position.

Application Deadline

Tacoma Musical Playhouse accepts applications on a rolling basis.

Even if your qualifications don't match our criteria exactly, we welcome you to apply if you have an interest and feel you would be able to succeed in this position. We have found that people with a diversity of backgrounds and variety of experiences in our workforce creates a more rewarding, dynamic, and effective work life.