

House Manager

About Bricolage:

Bricolage's mission is to immerse artists and audiences in adventurous theatrical experiences that foster connections and alter perceptions. At Bricolage, we believe that the best work is created by bringing together talented people and working collaboratively towards a goal. The Rental Program is facilitated by Bricolage Staff and provides a space for other organizations to affordably produce events in downtown Pittsburgh's Cultural District.

About the House Manager Position:

This part-time position is contracted as needed to manage Bricolage staff and venue during events. The House Manager is on-site for rental events, sets up the space, and oversees the renter's experience from load-in to load-out. The House Manager is responsible for ensuring the renter's experience is safe, enjoyable, and meets their expectations. House Managers report to the Facilities and Production Coordinator and almost always are working together with a team that includes technicians to ensure a successful event.

Experience:

1 year front of house work experience in a performing arts venue OR
2 years of work experience in a position focusing on customer service

Knowledge, Skills and Abilities Required:

- A basic understanding of theater, events, and management
- Customer service
- Time management
- Ability to work directly with rental clients, understand needs, and provide support for performances and events.
- Ability to both manage and work with a team and work with a team in a high-volume, fast-paced setting.

Duties:

- Ensuring Lobby, Restrooms and Theater are clean and fit for the public prior to patron arrival. Maintaining restrooms as necessary.
- Reviewing duties with any technicians/designers as necessary.
- Providing professional services as established by the client and Facilities and Production Coordinator prior to and during the event.
- Notifying the Facilities and Production Coordinator if any bar/lobby/bathroom supplies are running low.

- Cleaning space and taking out trash and recycling before and after each event.
- Ensuring that the client is safely using the theater.
- Assisting the client with any needs as stated in their rental agreement
- Managing technicians hired for the event, if applicable.
- Working with renters and other Bricolage staff to ensure everything is running as scheduled.
- Ensuring the client is operating within the regulations set out in their agreement.
- Managing equipment and ensuring that all equipment is properly used, cared for, and returned.
- Ensuring that only patrons, staff and others specified by the client enter the lobby and theater.
- Notifying Facilities and Production Coordinator of any technical needs or complications.
- Helping with ticketing and flow of event if necessary.
- Providing patrons with directions and answering questions about the space and their use of it.
- Completing reports, paperwork, and payments correctly.
- Being aware of and prepared to execute emergency procedures at all times.
- Opening and closing the space securely and in a timely fashion.
- Ensuring that events operate in compliance with ADA regulations and providing accommodations.

Working hours:

This is a flexible, contracted position. As events are booked, house managers are requested and scheduled according to the renter's needs on a first-come, first-serve basis.

Compensation: \$15/hour.

Bricolage is an equal opportunity employer. Applicants of every race, age, ethnicity, gender identity, ability, religion, and background are encouraged to apply.

To apply: Send resume and at least 2 professional references to Michael Young, Production and Facilities Coordinator, via email at michael@bricolagepgh.org with "House Manager Application" in the subject line.