

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2023**

**HOUSE MANAGER**

**FLSA STATUS: NON-EXEMPT - PAY GRADE: 7 – C**

**JOB FAMILY: THEATRE ARTS & STAGE PRODUCTIONS  
JOB FUNCTION: INSTITUTIONAL ADVANCEMENT**

**GENERAL STATEMENT OF JOB**

The House Manager manages the facility, excluding stage and backstage areas, and patron needs for specific events. This position provides direction to assigned Security and Plant Service personnel, and develops public relations through practical work experience. This position makes quick decisions when issues arise and directs more complex issues to the immediate supervisor. Incumbents initially work under close supervision until essential knowledge is gained to manage the events independently.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES** *(Depending upon assignment)*

Manages patron needs oversees front of house (lobby) operations during events and performances.

Functions in a front lobby capacity, greeting and directing students, parents, faculty, staff and community patrons.

Provides assistance during designated events, e.g., ticketing, room and seat locations, ADA assistance, catering and equipment deliveries, room layout, general campus information, location of venue, and general event information.

Maintain records of all events related to special circumstances, incidents, contractual obligations, and time logs for event personnel. Logs event start and end times, intermissions, and volunteer usher hours for record keeping.

Collaborates with an event's production crew to determine curtain time and intermissions.

Provides support for production and promotion of student performing arts programs.

Perform related duties, as required.

**SUPERVISION RECEIVED**

Supervision is received from the appropriate professional staff or administrator.

**SUPERVISION EXERCISED**

My act in lead capacity.

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### **MINIMUM QUALIFICATIONS**

High school diploma or high school equivalency supplemented by five (5) years of related experience.

### **PREFERRED QUALIFICATIONS**

High school diploma or high school equivalency supplemented by five (5) years of higher education experience managing patron needs and front of house functions of greeting and directing students, faculty, staff, volunteers, and patrons. Management experience related to crowd control.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to stand for extended periods of time without interruption.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

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**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate to high levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Effective:** 6/04

**Revised:** 9/14/23