



Description

HOUSE MANAGER

Dumbarton Concerts, an historic candlelit chamber music series and Washington mainstay in the heart of Georgetown, seeks a House Manager to serve as primary point of contact for all aspects of general operations and front-of-house duties in our 300-capacity venue, the historic sanctuary of Dumbarton United Methodist Church.

As lead facility and front-of-house manager for concert evenings, the House Manager would support Dumbarton Concerts staff and co-manage a team of production assistants and volunteers to ensure the best possible experience for patrons, artists, and visitors. Needed for fourteen live concerts throughout the 2023-2024 season (October 2023 - April 2024.)

Dumbarton Concerts is an Equal Opportunity Employer.

Duties and Responsibilities

Event Management

- Oversee audience entrance and egress; troubleshoot and resolve issues and questions
- Greet, assist, and interact with patrons and guests in a pleasant and courteous manner to ensure outstanding customer service experience
- Manage reserved seating for members and VIPs directly and/or with Production Assistants and volunteers
- Coordinate show functions with Production Manager, Stage Manager, and Box Office
- Maintain the appearance of the facilities (lobby, restrooms) during shows
- Ensure safety procedures are maintained, potentially including fire safety, emergency exit and elevator, etc.
- Report issues for follow-up by Church personnel

Operations

- Open and secure building when leaving the premises.
- Learn and be authority on building operations, including lights, waste disposal, elevator, building layout, parking, etc.
- Create event report
- Other duties and responsibilities as assigned



Education and Experience

- 2-3 years customer service and management including House or Patron Management experience
- Background and interest in the performing arts, Dumbarton Arts and Education, and/or Dumbarton United Methodist Church

Required Knowledge, Skills, and Abilities

- Excellent people, communication, and customer service skills
- Professional, detail-oriented, and able to work independently as well as in a team environment
- Outstanding and quick problem-solving skills, innovative and creative thinking
- Safety training
- Ability to work specific Fridays, Saturdays, and Sundays during the 2023-2024 concert season (list available upon request)

Physical Demands

- Must be able to remain in a standing position at least 50% of the time, plus walk up and down stairs
- Regularly required to stand, walk, stoop, bend and reach with arms
- Lift/move up to 40 pounds frequently
- Occasionally ascend/descend ladders to service the lights

How to Apply

- Please send resume and brief cover letter to Carter Sligh at office@dumbartonconcerts.org.

Pay Information

- \$250/concert plus \$25/hour for every hour over 8 in any one shift