

MARION PALACE THEATRE

House Manager

Front of House • Part-Time, Hourly, Non-Exempt

POSITION OVERVIEW

The Marion Palace Theatre is seeking dependable, friendly individuals to join our Front of House team as part-time House Managers.

House Managers oversee the patron and volunteer experience during performances, movies, rentals, and special events. They are responsible for helping the theatre operate safely and smoothly from the time the building opens to the public until the final patron has left and the building is secured.

KEY RESPONSIBILITIES

- Supervise and direct volunteers throughout each event
- Assist patrons with seating, accessibility needs, and general inquiries
- Monitor lobby, auditorium, and other public areas for safety, cleanliness, and crowd flow
- Support ticketing and concessions operations as needed
- Handle cash drawers, reconcile receipts, and complete end-of-event reporting
- Serve as the primary point of contact for troubleshooting day-of issues
- Recognize and respond appropriately to emergencies, medical situations, or facility concerns, including initiating emergency procedures when necessary
- Open public areas at the start of each event and secure the building at its close

QUALIFICATIONS

- High school diploma or equivalent; hospitality, customer service, or supervisory experience preferred
- Must be at least 18 years of age
- Ability to remain calm, professional, and decisive under pressure
- Strong verbal communication and interpersonal skills
- Comfortable handling cash and basic point-of-sale or reporting procedures
- CPR/First Aid certification a plus, or willingness to obtain
- Must be able to pass a background check

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended periods, including full-length shifts
- Ability to climb stairs and move throughout a multi-level venue
- Ability to occasionally lift and move up to 25 lbs (signage, supplies, equipment)
- Ability to respond quickly to emergency situations, including evacuation procedures

SCHEDULE & COMPENSATION

This is a part-time, hourly position with variable hours based on the theatre's event calendar, including evenings, weekends, and some holidays. Shift length and frequency vary by event.

WHAT WE'RE LOOKING FOR

The ideal candidate is organized, calm under pressure, comfortable working with the public, and confident making decisions when situations arise. Strong communication and people skills are essential, along with the ability to provide clear direction to volunteers while maintaining a welcoming and positive environment for patrons, performers, guests, and fellow staff members.

House Managers should be dependable and punctual, with the flexibility to work evenings and weekends based on the theatre's event schedule. Because every event is a little different, we are looking for individuals who are adaptable, willing to learn, and comfortable stepping in wherever needed to help create a successful experience.

TO APPLY

Please submit a resume and a thoughtful, original cover letter explaining why this role interests you and what you would bring to our team. We value authenticity and will carefully review every submission. Send application materials to cflugge@marionpalace.org. **No phone calls, please.**

Marion Palace Theatre is a 501c3 non-profit and an equal opportunity employer