

House Manager – Philadelphia Film Society

Philadelphia Film Society is seeking a House Manager for our year-round film and performing arts programming at the Prince Theater. Reporting to the Venue Operations Manager, the House Manager leads the Guest Services Team Members during events to provide excellent customer service to patrons. The House Manager also liaises with rental clients to assure their requests are fulfilled.

Responsibilities Include:

- Leading pre-show meetings with Guest Services Team Members
- Delegating assignments to Guest Services Team Members
- Attending to the needs of visiting clients
- Maintaining public area cleanliness
- Executing opening and closing procedures
- Ensuring the safety of staff, patrons, and clients
- Supervising concessions staff
- Reconciling concessions cash drawers
- Accommodating patrons with special needs
- Enforcing late-seating policies
- Overseeing patron check-in
- Communicating with the Production department to open the theater to patrons
- Drafting reports including: House Manager Report and Incident Reports
- Confirming that Guest Services Team Members have filled out time sheets accurately

Qualifications:

- Prior customer service experience required
- Prior management and/or event experience preferred
- Ability to stand for extended periods of time
- Requires some late night, early morning, and weekend availability

Please send resume and cover letter to jobs@filmadelphia.org