

ROCKPORT MUSIC

Assistant House Manager (Part-Time)

Reports To: House Manager

POSITION SUMMARY

The Assistant House Manager supports the House Manager in overseeing front-of-house (FOH) operations for performances and events at the Shalin Liu Performance Center (SLPC). This role helps ensure a smooth, welcoming, and well-organized experience for patrons by assisting with guest services, supervising ushers, and coordinating event logistics.

Working closely with the House Manager, Production, Operations, and Box Office teams, the Assistant House Manager plays a key role in executing front-of-house operations and maintaining high standards of customer service. Evening and weekend flexibility is required.

KEY RESPONSIBILITIES

Event & Front-of-House Operations

- Oversee front-of-house operations for performances and events, including lobby, performance hall, and third reception room
 - Serve as the primary point of contact during events to ensure smooth coordination between front-of-house staff, ushers, and production crew
 - Ensure a high standard of customer service and hospitality for all patrons
 - Manage audience flow, seating, accessibility needs, and late seating procedures
 - Monitor and maintain the cleanliness, organization, and readiness of public spaces
 - Enforce safety protocols and act as lead responder for patron-related emergencies
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Staff & Usher Support

- Support supervision of ushers, team captains, and volunteers during events
- Provide guidance and support to ushers to ensure excellent patron engagement

- Help reinforce usher policies, standards, and professionalism
- Participate in training and onboarding efforts for new ushers as needed

Communication & Coordination

- Serve as a secondary point of contact during events under direction of the House Manager
- Help communicate event details, assignments, and updates to usher staff
- Coordinate with internal teams (Production, Box Office, Operations) as directed
- Relay updates and issues to the House Manager.

Financial & Operational Support

- Assist with post-event procedures, including ensuring \ concessions and bar funds are secured
- Help monitor inventory (programs, supplies, etc.) and restocking needs
- Support merchandise sales operations if applicable

Facility & Systems Awareness

- Maintain familiarity with front-of-house areas and systems
- Assist in identifying and reporting maintenance or equipment issues
- Help ensure FOH tools and equipment are prepared and functioning properly

SKILLS & COMPETENCIES

- Strong customer service and interpersonal skills
- Ability to work in a fast-paced, team-oriented environment
- Good communication and problem-solving abilities
- Organized and detail-oriented
- Ability to remain calm and professional under pressure
- Willingness to take direction and support team leadership

QUALIFICATIONS

- 2-4 years of experience in theater management or customer service preferred
- Experience in performing arts or live events strongly preferred
- Ability to work evenings, weekends, and holidays
- Basic administrative and technology skills

POSITION DETAILS

- Part-time position
- Primarily on-site during events
- Flexible schedule based on performance calendar