



House Supervisor

Purpose of the role:

Under direction, supervises, assigns, reviews, and participates in the work of staff responsible for overseeing performances and/or activities in the Fred Kavli and Scherr Forum Theatres; supervises and coordinates the day-to-day operations of Front of House activities in the theatres; directs operations involving building maintenance, housekeeping, and repairs; ensures work quality and adherence to established policies and procedures; and performs related duties as assigned.

Distinguishing Characteristics:

The House Supervisor assumes responsibility for directing front-of-house operations, activities and staff, and for handling difficult and sensitive patron problems associated with providing entertainment services. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the House Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, supervises, and evaluates the work of assigned staff; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.
- Participates in the selection of assigned staff; provides or coordinates staff training; works with employees to correct deficiencies.

- Establishes schedules and methods for providing theatre services; identifies resource needs; reviews needs with appropriate staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives, and values.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Supervises the front-of-house activities in the Fred Kavli and Scherr Forum Theatres for all theatrical events including professional Broadway productions, symphonies, country western, big band, rock and other presentations, and community productions; attends all performances, directing front-of-house operations and staff.
- Orders supplies, including name tags, parking passes, backstage passes, flashlights, earplugs, radios, hearing impaired devices, wristbands, and print requests.
- Works with production and stage crew to ensure patron and performer comfort and enjoyment.
- Coordinates activities, procedures, and processes with other City departments and agencies and groups to ensure effective operations of functions in assigned areas of responsibility.
- Implements first aid and fire safety procedures; handles medical emergencies that may arise; attends first aid, CPR and defibrillator classes; develops emergency evacuation procedures.
- Plans, organizes, and schedules work of staff and volunteer ushers; supervises the activities of volunteer ushers, gift shop volunteers, hosts of receptions, artist hospitality, vendors and concessionaires to ensure that a high standard of service to patrons is maintained.
- Disseminates performance information with public safety, parking attendants, housekeeping and building maintenance, and other City departments; hangs performance banners and posters; displays Performing Arts Magazines and play bills; supervises distribution of press releases, press tickets and information packets; supervises artist hospitality, including catering food; may provide transportation to performers.
- Responds to the more difficult customer relations situations, involving upset and dissatisfied customers requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate; receives and responds to correspondence and telephone calls, providing information and handling issues, requests and complaints; responds to or refers complaints to appropriate staff and/or takes or recommends action to resolve the complaint.
- Assists box office staff in correcting ticketing problems, and in performing computerized ticket sales.

- Supervises the day-to-day operations of the theatres involving building maintenance, housekeeping, parking, and repairs; works with city's Facilities Manager to maintain physical plan of outdoor plazas, lobbies and other public areas.
- Attends staff meetings, Friends of the Civic Arts Plaza board meetings, new volunteer usher orientation meetings, and City committee meetings; provides oral and written reports to City management staff and Board of Governors; prepares various reports, and maintains records for all performances.
- Prepares House Managers reports, labor charge bills, and incident reports; reviews and updates volunteer usher handbook.
- Collects and submits revenue from vendors.
- Maintains current knowledge of new trends and innovations in the field of theatre; participates in professional development activities.
- Performs all tasks with dedication to customer service.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a theatre program.
- Principles of supervision, training, and performance evaluation.
- Scheduling and coordinating of ushers, volunteers, ticket takers, security staff, boutique and concessionaire staff.
- Methods and techniques of crowd control.
- Principles and practices of retail sales.
- Principles and practices of box office trade and theatre front-of-house operations.
- The visual and performing arts.
- Computerized scheduling systems.
- Principles and practices of facilities management.
- Artist contracts/riders.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Pertinent federal, state, and local laws, codes, and regulations.

***Desired
Minimum
Qualifications:***

Ability to:

- Supervise, coordinate, and direct theatre performance programs.
- Select, train, supervise, organize, and review the work of assigned staff involved in theatre performance activities including permanent, part-time, and volunteer staff.
- Recommend and implement goals, objectives, policies, and procedures for providing theatre performance programs.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Work varying hours including nights, weekends, and holidays.

- Resolve patron problems in a prompt and efficient manner.
- Exercise good judgment, courtesy and tact with staff and public.
- Describe and discuss the events presented at the theatre.
- Represent the Civic Arts Plaza positively to the public.
- React well in emergency situations.
- Provide exemplary customer service over the phone and in-person.
- Participate in the preparation and administration of assigned budget.
- Prepare clear, concise, and comprehensive reports.
- Maintain accurate records and reports.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Customer-Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

A Bachelor's Degree from an accredited college or university with major course work in theatre arts or a related field.

***Education and
Experience
Guidelines:***

Experience:

Six years of responsible theatre arts experience related to area of assignment including one year of lead supervisory responsibility.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

***Physical and
Environmental
Conditions:***

Physical: Primary functions require sufficient physical ability to work in an office and theatre setting and operate office equipment; sit, stand, walk, reach, twist, turn, kneel, bend, squat and stoop; perform duties requiring grasping, repetitive hand movement and fine coordination.
Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Theatre and standard office setting; frequent interaction with City staff, customers and the general public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: