



## STRINGS MUSIC FESTIVAL

### House Manager

#### Organization

Strings Music Festival presents innovative programs of distinctive classical and popular contemporary music to the surrounding community of Steamboat Springs, Colorado and its visitors. Our intimate and friendly setting attracts people of all ages and backgrounds, and we enhance the cultural, educational, and entertainment experiences of our audience. No other organization brings world-class musicians to Northwest Colorado, creating the opportunities of a large city in a rural culture.

The summer festival season, now in its 36<sup>th</sup> year, features popular contemporary music, classical programs, youth and family concerts, and free community programs. Outside of the summer, Strings provides concerts as well as Strings School Days, a youth music education program. Strings Music Festival hosts over 100 events yearly, reaching over 24,000 audience members, and provides more than half of events at no cost. The festival's annual budget is \$3 million.

#### Position: House Manager

Strings Music Festival seeks a part-time House Manager, reporting to the Director of Operations.

#### Key Accountabilities

- Provide a safe, functional experience at front of house for audience members and volunteers.
- Ensure the concert or other Strings-related event runs smoothly, efficiently, and successfully.
- Ensure the concert proceeds smoothly.

#### Roles & Responsibilities

##### HOUSE MANAGER

- Manage and oversee all front of house production – all operations.
- Manage and coach the Facility Assistants and assign roles and tasks.
- Manage the Guild and Volunteers including assisting with sign-in, roles, tasks and sign-out.
- Oversee and check on parking setup, crossing direction and ease of entry and exit to the facility. Mitigates any traffic or cross-traffic issues.

- Sort any issues (i.e., seating late patrons, fixing ticket issues, upset patrons, children under 6 at evening events, accessible entry and seating).
- Mitigate photos, noise and viewing disturbances.
- Mitigate incidents and accidents and administer First Aid/ CPR as well as call emergency services according to standard operating procedures.
- Problem solves confrontational patrons and removes disruptive and disrespectful patrons off of the campus with the assistance of Security or a Patrol Officer.
- Maintain security of the pavilion including locking and checking all doors on the campus are locked and secured with the alarm.
- Helps with concert preparation such as making signage, etc.
- Liaises with office, production and touring staff.
- Helps to manage crowd control and keep traffic flowing in and out of the facility (i.e., moving patrons inside pavilion, to their seats, out of the pavilion, through bar lines, etc).
- Gives feedback to the Operations Director on needed training, help, etc. for Facility Assistants.
- Notes maintenance, cleaning and supply needs in iPad or to Operations Director.
- Maintains the general order and rules of the facility for all staff.
- Completes end-of-event House Manager report to Operations Director

A regular HM shift is 4-7 hours:

- Arrive 2-2.5 hours prior to event start time to set up
- Event lasts 1-3 hours
- Breakdown for 1-3 hours

## **Experience & Qualifications**

Required:

- An authoritative, direct and amenable persona.
- The ability to manage a diverse staff.
- A university degree or higher from an accredited institution or a minimum of four years of applicable professional experience, or a combination of related education and experience.
- Strong organizational, logistical and communication skills.
- Punctuality and a strong work ethic.
- The ability to work evenings and weekends, especially during the summer festival season.
- Proven track record that demonstrates a work style that is highly collaborative and welcomes working in a small team environment.

Preferred:

- A knowledge of the community of Steamboat Springs, Colorado.
- An appreciation and knowledge of music.
- Readily accessible and communicative by phone, text and email.

- First Aid/ CPR Certified or higher.

## **Compensation**

\$25 per hour

## **How to Apply**

Please email cover letter, resume, three references to [jobs@stringsmusicfestival.com](mailto:jobs@stringsmusicfestival.com) and address to Operations Director, Roberto Hernández. No phone calls please. Strings Music Festival is an Equal Opportunity Employer.

Strings Music Festival is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, genetic information, age, veteran or military status, gender identity or expression, sexual orientation, marital status, parenthood, mental or physical disability, or any other basis protected by local, state, or federal laws.