

POSITION ANNOUNCEMENT

PATRON EXPERIENCE AND RENTALS MANAGER

POSTING DATE: March 2024

STATUS: Full-Time

REPORTS TO: Associate Director of Sales of Sales & Audience Services

POSITION AVAILABLE: Immediately



ABOUT ROUND HOUSE THEATRE

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our [organizational values](#) include a [commitment to be an anti-racist](#), anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area, with “a renovation matching [its] upgrade in recent years as a purveyor of dramatic art” (Peter Marks, *The Washington Post*). A nonprofit professional LORT theatre with an annual budget of more than \$6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six-show season of new plays, modern classics, and musicals for more than 50,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

Round House Theatre seeks a full-time Patron Experience and Rentals Manager to oversee House Management responsibilities and successful execution of rental bookings. The Patron Experience and Rentals Manager will work evening and weekend hours during performances and rentals, as well as daytime office hours between the production. This position will partner with the Audience Service Manager to oversee and direct all front-line engagement with patrons as well as coordinate accessibility programs and serve as a lead ambassador of the Round House brand. An engaging personality, even temperament, ability to work in a fast-paced environment, and high attention to detail are required of a successful candidate.

ORGANIZATIONAL STRUCTURE

The Patron Experience and Rentals Manager reports directly to the Associate Director of Sales & Audience Services and supervises the House Management staff and Volunteer Ushers.

ESSENTIAL DUTIES & RESPONSIBILITIES

Performance shifts

- Act as the primary full-time staff member on duty during performances and rental events. Assisting part-time staff to address customer service issues, including at the box office and Fourth Wall Café staff. Attendance at performances is required, schedule to be determined.
- Perform pre- and post-show walk-through of the lobby and seating area to verify that the house is clean and presentable for the audience. Make sure the correct number of programs, along with any supplemental materials, are available for the performance.

- Supervise staff in efficient operation of audience services duties, including oversight of ticket scanning, seating, and communications with both bar staff and Stage Management. Work to resolve any customer service issues.
- Complete end of show reports which detail house counts, tickets sold, and any patron comments or concerns/facility issues.
- Assist in controlling patron flow and backed up lines, helping to reduce patron waiting time. In case of emergency, the Patron Experience and Rentals Manager is responsible for the safe evacuation of the audience.
- Administrative tasks include, but aren't limited to, scheduling house management staff and volunteer ushers, sending reminder emails, assisting in the box office, and generating show-specific notes.

Daytime shifts

- Manages incoming rental calls and emails, confirms availability of rental spaces, and submits request for final approval. Upon approval, determines staffing needs and coordinates with necessary departments.
- Provide excellent customer service, addressing needs of patrons in a friendly, helpful, timely, and effective manner. Maintain knowledge of plays and ticket policies.
- Participate in Round House's equity, diversity, inclusion, and accessibility (EDIA) efforts, including serving on an EDIA subgroup and helping to fulfill and promote Round House's mission and values.
- Implement accessibility programs, such as relaxed performances, open captioning, and audio description.
- Assist in training and supervising of part-time employees. Recruit and train volunteer ushers.
- Perform other Audience Services duties as assigned.

PREFERRED QUALIFICATIONS AND CAPABILITIES

Where the qualifications are described in terms of formal education or direct work experience, Round House welcomes the substitution of relevant prior experience.

- A minimum of two (2) years of house management, box office, or similar events management experience.
- Excellent customer service background. Strong interpersonal, written, and oral communication skills.
- Must be adaptable and able to work in fast-paced environment.
- Schedule flexibility and willingness to work performances and events, including nights and weekends.
- Candidates must have strong computer skills. Previous experience with ticketing software (Tessitura preferred) is a plus but not required.
- This position requires standing for extended periods of time, communicating with Box Office and Stage Management via headset, and repeatedly walking a distance of approximately 50', including stairs. Frequent lifting of up to 50 pounds, such as supplies and equipment, is required.
- Must be CPR certified or able to complete certification.
- A background and/or interest in theatre is a plus.

SALARY & BENEFITS

- Salary: \$42,000 – 45,000
- Health insurance – Choice of fully-funded HMO or optional PPO.
- Dental, Life and Long-Term Disability Insurance.
- Generous paid time off, including annual, personal, and sick leave.

HOW TO APPLY

Submit a cover letter and resume to jobs@roundhousetheatre.org. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit Roundhousetheatre.org. No phone calls please.

Metro accessible: Round House Theatre is one block from the Bethesda station on Metro's Red Line, at the corner of East-West Highway and Waverly Street.