
SUMMER 2022 | House Manager

House Manager Position Description

Big Top Chautauqua is a performing arts organization presenting a 60+ summer show season of touring artists (*Michael Franti, The Beach Boys, Bonnie Raitt, Brandi Carlile* and more), as well as original shows by our house band the *Blue Canvas Orchestra*. House Manager works at the tent located at the base of Mt. Ashwabay, just south of Bayfield Wisconsin. The House Manager oversees and trains all usher, car parker, and clean up volunteers for all shows. Acts as problem solver for patron issues. This position reports to Anney Olson, Sponsor and Volunteer Coordinator. Position is paid flat rate per shift: \$75-\$95 shift rate dependent on experience. Receives season guest pass (GA lawn admission for two).

Specific duties include but may not be limited to:

General

- Open/Closes VIP/Keepers Tent.
- Assign and orient volunteers to various positions and duties as needed.
- Mark reserved seats at tent before house opens if necessary.
- Orient & supervise ushers and car parkers.
- Insures ushers have functioning flashlights and parkers have vests and flags.
- Oversees that audience is seated promptly and courteously.
- Visually present and available to help volunteers and/or audience.
- Present at the main tent door after show each night to thank audience and volunteers.
- Raise/lowers tent sides for audience comfort in coordination with supervisors.
- Closes and latches tent sides following each performance.
- Oversees cleanup crew to ensure tent is clean and ready to open for next night's show.
- Alerts Facilities Manager to any physical needs or safety concerns requiring maintenance including grounds and structures both backstage and in all public areas.
- Attends periodic administrative staff meetings as requested.
- Reports ongoing issues with the purpose of evaluating our successes and needs for improvement such as: customer service, patron comfort, safety issues, and all other areas for review and improvement.
- Responsible to keep 'red box' poster display up to date.

Tent Door

- Open at appropriate time to begin seating ~45 minutes prior to show. Communicate with Stage Manager prior to opening doors. Keeps all patrons and volunteers (except necessary workers) out of tent during artist's sound check.
- Provide 5-minute warning for intermission (ring bell.) Open promptly at Intermission.
- Opens doors immediately at end of show.
- Monitor tent door at all times during performance helping patrons enter or exit as needed.

Crowd Management

- Work with Operations Manager and Production Manager in implementation of Big Top policies and procedures.
- Coordinates with the EMTs and assist patrons in distress.
- Leads the effort to maintain order and safety for all audience members.
- Works to assist patrons with special needs, or those having concerns or complaints.

Submit resume and cover letter to Kristen Walczak via email at kristen@bigtop.org
or mail to PO Box 455, Washburn, WI 54891