

Job title:	House Supervisor
Reports to:	Audience Services Director

**PURPOSE OF THE JOB:**

The House Supervisor oversees front of house operations and provides special event supervision in the Kauffman Center for the Performing Arts. This position leads a team of volunteer ushers and support staff in a multi-venue environment. The House Supervisor oversees the scheduling of volunteer and support personnel, is responsible for the overall experience of patrons, and coordinates the set up of merchandise and marketing displays for our arts organizations. This position ensures that public spaces and performance venues are ready for guests, and creates a fun and lively environment for our volunteers, support staff and guests. This role is highly visible and interacts with sponsors, vendors, clients, and Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, and Lyric Opera of Kansas City) and the Kauffman Center for the Performing Arts. The House Supervisor is expected to provide the highest level of customer service to all guests, vendors and clients.

**ESSENTIAL JOB FUNCTIONS**

**Responsibilities:**

- Lead and supervise volunteer ushers and support staff in an assigned floor or area of the theatre
- Assist in directing lobby traffic and seating patrons
- Address patron and usher issues - work with box office personnel for resolution as needed
- Ensure the safety of patrons and assist special needs patrons
- Support the House Manager in all other activities to provide a positive customer experience and ensure patron safety
- Establishes standards for audience chamber readiness and ensures front of house is clean, set-up and ready for guests
- Prepares end of night house reports
- Assists with volunteer and support staff training on safety and evacuation procedures, industry practices and venue operating policies
- Some cash handling may be involved
- Performs other duties as required

**Qualifications:**

**Minimum Qualifications**

- Two to three years of performance venue/entertainment front of house supervision
- Minimum of two years of supervisory experience
- Minimum of two years of volunteer supervisory experience
- Must be able to work independently and to lead, train and motivate others
- Proficiency in Microsoft Office including Word, Excel, Outlook, PowerPoint and Window applications required
- Position requires the ability to accommodate a flexible schedule (mostly evenings), including weekends, and holidays as well as being able to

- perform in a fast-paced, dynamic work environment
- Candidate should also have the ability to work with the public and possess conflict resolution skills

Preferred Qualifications

- Good problem solving and strategic thinking skills
- Ability to prioritize, identify critical issues and work towards results
- Ability to work with multiple organizations and vendors proactively and professionally

Organizational values: Adheres to and promotes organizational values: (see below)

ORGANIZATIONAL VALUES			
Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Honest communication</li> <li>▪ Transparency</li> <li>▪ Trustworthy</li> <li>▪ Responsible</li> </ul>	<ul style="list-style-type: none"> <li>▪ Striving to improve or meet a standard of excellence</li> <li>▪ Motivated</li> </ul>	<ul style="list-style-type: none"> <li>▪ Flexible</li> <li>▪ Fun</li> <li>▪ Embraces new ideas</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service</li> <li>▪ Considerate of others</li> <li>▪ Treat others with dignity and care</li> <li>▪ Work toward shared goals</li> </ul>

Performs related duties as required

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.