

# FREIGHT & SALVAGE

## JOB DESCRIPTION

TITLE:	House Manager
REPORTS TO:	Artistic Director
SUPERVISES:	Event Managers, Concessions Manager, and Volunteer Coordinator
EMPLOYMENT TYPE:	Full Time, Exempt
SCHEDULE:	As needed, Including Nights & Weekends
DATE REVIEWED:	09/22/22

## MISSION

The Freight & Salvage is a nonprofit community arts organization dedicated to promoting public awareness and understanding of traditional music—music that is rooted in and expressive of the great variety of regional, ethnic, and social cultures of peoples throughout the world.

## VISION

The Freight recognizes that music flows from a rich diversity of traditions and communities. The music speaks of love and inspiration, it challenges conventions, it is rooted in social justice, and it unites musicians, audiences, and students in the joy of sound and story. The Freight's values focus on: traditional music as an expression of human creativity across cultures and throughout time; equity and respect as fundamental human rights; the connections between people that are strengthened by a shared love of music; learning that inspires renewal and transformation; and social responsibility and engagement that enrich our communities.

## ABOUT THE FREIGHT

Since its founding in 1968, the Freight & Salvage has been deeply rooted in that aspect of Berkeley's culture that embraces freedom, justice, acceptance, collaboration, and innovation. In 2008, the Freight moved to its current location at 2020 Addison Street with 490 seats in the heart of the Berkeley Arts District. The Freight presents more than 340 concerts and hundreds of classes, in person and online, every year, and is active in Berkeley's public and independent schools.

For more information, visit [www.thefreight.org](http://www.thefreight.org)

# FREIGHT & SALVAGE

## POSITION OVERVIEW

The Freight seeks a House Manager. Reporting to the Artistic Director, the ideal candidate will be responsible for the smooth running of all Freight & Salvage shows, ensuring the safety and enjoyment of the audience, performing artists, staff, and volunteers alike, in cooperation with the other members of the Operations and Production Management team. Included are supervising audience services and lobby logistics, overseeing the performer settlement/payout process, collaborating on Health & Safety protocols including COVID related policy, and active engagement with DEI-related projects and trainings. Formulating and implementing changes in show management (including audience management, concessions, COVID protocols, etc.) are part of the job. The House Manager ensures that the Event Managers, concessions staff, and volunteers maintain a welcoming tone and friendly, efficient customer service in interactions with patrons, performers, and other visitors to Freight & Salvage. The position requires in-depth knowledge of the Freight & Salvage show set-up and performer contract/payout systems, and a working knowledge of the ticketing/reports side of Tessitura.

## PRIMARY RESPONSIBILITIES:

### Staff Supervision/Training 60%

- Supervises all event management staff, the Concessions Manager, and the Volunteer Coordinator
- Creates the monthly Event Manager schedule, ensuring full coverage for all public and rental events
- Coordinates with the Production Manager on creating the monthly Ops Manager schedule
- Trains staff in established procedures and sets the standard for interaction with patrons; maintains the Event Manager, Concessions Manager, and Volunteer Coordinator job descriptions
- Maintains up-to-date written procedures for all aspects of event management
- Prepares "EM packets" for each show, including all the relevant event information, forms, and payout check
- Supports event management/concessions/sound/box office staff and volunteers in any disputes or issues with patrons
- Has a key role in personnel issues, including DEI training and conflict resolution
- Has a key role in creating, maintaining, and communicating COVID-related protocols
- Has a key role in creating, maintaining, and communicating emergency procedures and scheduling related trainings
- Leads monthly Event Manager meetings

### Procedures 10%

- Is responsible for establishing and communicating procedures for managing all events and shows, including rental events such as OLLI
- Implements changes and improvements in the night/event management procedures as needed
- Has a key role in identifying and addressing risk management issues that may arise in the theater including security, accidents and accident prevention, incident reports, and patron interaction

# FREIGHT & SALVAGE

## **Customer Service 25%**

- Represents the Freight & Salvage in interactions with audience and artists, providing a warm, welcoming, professional show experience for all
- Works as Event Manager 1-2 nights per week, supervising post-6:00pm preparations, coordinating with the performer/s, facilitating audience entry, supervising all paid counter/bar/box office/sound staff and volunteer staff, overseeing the smooth operation of all aspects of the performance, making show announcements, handling the cash from concessions, and paying the performers
- Works as Operations Manager for 1-2 shows per week, handling all pre-6:00 set-up including artist hospitality, showroom set-up, lobby set-up, stage set-up, greeting and assisting performers, assisting sound crew, and handling any pre-show issues that may arise

## **Other 5%**

- Participates in the weekly Senior Staff meeting
- Participates in the weekly Day Staff meeting
- Participates in the 2x weekly Production meeting
- Participates in Board meetings
- Facilitates communication with the custodial staff

## **Professional Experience/Qualifications**

### **Required**

- Be flexible and have the enthusiasm to take on new tasks as they present themselves.
- Exceptional ability to collaborate with a wide variety of staff and personnel
- Exceptional communication skills
- Exceptional management skills
- At least 3-4 years of experience managing multi-person team
- Dedication to the Freight's DEI projects
- Strong organizational, written, and verbal skills
- High level of interpersonal skills with demonstrated poise and diplomacy
- Ability to take initiative and problem-solve, work independently and under pressure
- Ability to prioritize, multi-task, follow, and track jobs to completion
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### **Desirable**

- Knowledge of Square Teams
- Knowledge of Tessitura Reports
- Experience in performing arts management
- Knowledge of performer contracts

# FREIGHT & SALVAGE

## **Compensation & Benefits**

- This is a full time, Exempt/Salaried position, target range \$70 – \$80k annually. The Freight offers a generous benefits package, including medical and dental insurance, a generous vacation and sick leave policy, 403(b) Plan, commuter transit benefits, and mobile phone reimbursement.

## **To Apply**

- If interested, please submit resume, cover letter and salary requirements to Peter Williams, Artistic Director – [Peter@freightandsalvage.org](mailto:Peter@freightandsalvage.org)

## **Equal Opportunity Employer Statement**

The Freight and Salvage is an equal opportunity employer committed to providing equal opportunity to its employees and applicants for employment without discrimination on the basis of race, religion, gender identity or expression, sexual orientation, age, disability, or any other reason unrelated to ability to perform the position. This policy applies to every aspect of employment, including but not limited to hiring, advancement, transfer, demotion, termination, compensation, benefit, training and working conditions.