

Big Top Chautauqua House Manager – Summer 2022

Benefits include a season pass, venue merchandise discounts, flexible scheduling, and more!

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 the Volunteer Coordinator.

Responsibilities include but are not limited to:

- Monitor the comfort safety, and well-being of patrons before, during, and after the performance.
- Oversee volunteers and assign duties as needed.
- Lead efforts to maintain order and safety for all audience members.
- Works to assist patrons with special needs, or those having concerns or complaints.
- Coordinates with the EMTs and assist patrons in distress
- Responsible for open/closing duties and procedures for venue grounds and house (tent).
- Work with Operations Manager and Production Manager in implementation of Big Top policies and procedures.
- 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.

Preferred Qualifications:

- Excellent customer service.
- Attention to detail.
- Ability to problem solve and remain calm in potentially high stress situations while maintaining discretion.
- Experience working with volunteers or previous management experience.

Employment Dates & Compensation:

The position runs from June - September.

Position is paid flat rate per shift: \$75-\$95 shift rate dependent on experience.

Visit www.bigtop.org/jobs for the detailed position description and application instructions.