



House Manager (Part-time, Hourly)

Third Space at Shaarei Tfiloh in Baltimore, Maryland seeks a reliable and detail-oriented House Manager to oversee day-of-show operations in our historic space. The House Manager will be responsible for ensuring the smooth operation of performances or events, managing the front-of-house staff and volunteers, and providing a welcoming experience for all patrons. This role is essential for maintaining a high standard of guest service and managing the logistics of the event on the day.

Responsibilities:

- **Day-of-Show Operations:**
 - Oversee all front-of-house activities during performances or events, ensuring a seamless experience for patrons from entry to exit.
 - Coordinate with event staff, including ticket takers, ushers, and volunteers, ensuring they are properly briefed on their roles and responsibilities.
 - Communicate with the technical and production teams to ensure the event starts and runs on time, addressing any issues that arise in real-time.
- **Volunteer Management:**
 - Supervise and support volunteers on the day of the event, assigning roles such as ushering, ticket scanning, and patron assistance.
 - Provide training and ensure volunteers are prepared to offer top-notch customer service to patrons.
- **Patron & Client Relations:**
 - Act as the main point of contact for patrons during the event, ensuring a positive and welcoming atmosphere.
 - Address patron concerns or special requests in a professional and courteous manner, resolving issues promptly to maintain an excellent customer experience.
 - Assist with seating arrangements, accessibility needs, and crowd flow to ensure the comfort and safety of all attendees.
- **Venue Safety & Compliance:**
 - Monitor the safety and cleanliness of the venue, ensuring compliance with all safety regulations and emergency procedures.
 - Be prepared to manage large crowds (up to 500) and handle emergency situations in collaboration with the venue security team, if necessary.
- **Post-Show Wrap-Up:**
 - Ensure that the venue is clean and orderly at the end of the event, coordinating with custodial staff for post-event clean-up.
 - Collect feedback from patrons and volunteers to continuously improve the front-of-house operations.
 - Provide post-show reports on attendance, volunteer performance, and any operational issues.
 - Secure the venue as the last person on premise

Qualifications/Requirements:

- Prior experience as a House Manager, Front-of-House Supervisor, or a similar role in a theater or performance venue.
- Strong leadership and interpersonal skills with experience managing volunteers or event staff.
- Excellent communication skills and a customer service mindset.
- Ability to stay calm and organized in a fast-paced, high-pressure environment.
- Knowledge of venue safety protocols and emergency procedures.
- Flexibility to work evenings, weekends, and holidays as dictated by the event schedule.
- Passion for the arts and an appreciation for working in a historic and culturally significant venue.
- Excellent interpersonal skills and passion for being part of a team-oriented, mission-driven organizational culture

To Apply:

Applications will be accepted on a rolling basis. Please send a cover letter detailing their experience managing events, working with volunteers, and ensuring exceptional patron experiences and resume to randi@thirdspacest.org with "House Manager" in the subject line. Candidates will be contacted if there is an opportunity to be interviewed. *Third Space is an equal employment opportunity employer.*

Salary Range: \$30/ per hour

FLSA Status: Non-exempt

What is Third Space?

Third Space at Shaarei Tfiloh is designed to be a gathering spot grounded in Jewish culture and learning, welcoming to all, and connected in intentional and meaningful ways to the neighborhood around it. It aims to be a gateway (*shaar* means gateway in Hebrew) to meaningful engagement and a relational community builder. We are housed in a historic former synagogue called Shaarei Tfiloh located on Liberty Heights Avenue by the Maryland Zoo. Constructed from 1921, it is one of the oldest synagogue buildings in Maryland. We hope to serve as a hub for learning, connecting and building community.

www.thirdspacest.org