



## Assistant House Manager (Seasonal, June)

The Princeton Festival is the premier summer program of the Princeton Symphony Orchestra (PSO), a cultural centerpiece of the Princeton community and one of New Jersey's finest music organizations. Since 2005, The Princeton Festival's annual season has offered a multi-genre festival of the performing arts, including fully-staged operas, musical theater, jazz, chamber music, symphonic concerts, piano, organ and vocal recitals, dance, world music, and a piano competition. The Festival also offers a free public lecture series prior to each season and engages students and adults alike through its intergenerational community programs. It features internationally-renowned professional artists and regularly collaborates with other New Jersey performing arts organizations.

The Festival is presented in an outdoor performance tent built on the grounds of Morven Museum & Garden in Princeton, NJ.

### **JOB TITLE**

Assistant House Manager (Seasonal, June)

### **POSITION**

The Assistant House Manager's role is to be a principal member of the management team and assist with leading all front of house staff while providing exemplary customer service to all patrons of the PSO. This position will assist the House Managers in resolving conflicts and managing the patrons' general satisfaction, as well as working with the production team to ensure all events remain on schedule. This is a seasonal, temporary position for performances that take place during the Princeton Festival in June 2025. This position reports to the House Manager(s).

### **ESSENTIAL JOB FUNCTIONS**

- Lead ushers and ticket scanners in providing exemplary customer service to all audiences.
- Assign ushers to ensure that all positions are appropriately staffed.
- Train and oversee ushers and ticket scanners, outlining duties, house rules, and service expectations.
- Distribute programs and other relevant materials such as ADA services, greet audiences, and properly address audience conflict or misconduct.
- Coordinate with the House Manager to execute the seating process, including orchestrating the timing of seating notifications and encouraging efficient seating.
- Lead Front of House Attendants in setup and break-down of ticket check area.
- Prepare for each performance by ensuring program books are stocked, appropriate signage is in place, ADA services are stocked and charged, and that ushers are briefed on any procedural specifications.
- Coordinate with the Box Office Associates to forecast and mitigate ticketing and seating issues during high traffic events.
- Take part in pre- and post-concert staff meetings, instructing ushers on that day's program and procedures, as well as debriefing after a concert.

- Address all issues that arise related to seating or the front of house with a high level of poise and professionalism.
- Provide a verbal account of each event to the House Manager to discuss any changes that need to be addressed before the next event. This should include contextual information, such as seating issues, accidents, event timing, and other relevant notes or recommendations.
- Ensure the audience space is cleaned, restocked, and secured following each performance.

## QUALIFICATIONS

- Applicants must be 18 or older, graduated from high school, and be authorized to work in the US.
- Customer service experience, preferably in the ticketing, entertainment, non-profit arts, or hospitality industries.
- Impeccable professionalism and excellent interpersonal skills to work with a variety of constituents from an array of lived experiences.
- High standards of integrity, credibility, and reliability.
- Excellent time management skills, including commitment to attendance and punctuality.
- Works well independently and in a group setting, a true team player.
- Must have a valid driver's license and a reliable form of transportation.
- Ability to work a flexible schedule, including days, evenings, and weekends.

## PHYSICAL REQUIREMENTS

- Must be able to lift 20+ pounds.
- Must be able to stand and exert well-paced mobility for multiple consecutive hours at a time.

## COMPENSATION

This is a seasonal, temporary position for performances that take place as part of the Princeton Festival. The Princeton Festival takes place June 6-21, 2025, with training and orientation taking place prior to June 6, 2025. This position must be available to work during those dates with minimal conflicts. Total hours will be approximately 30 hours/week. Pay: \$22/hour

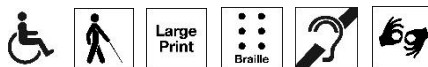
Shifts will occur within the following hours:

- Thursdays – Saturdays, and Tuesday: 4 pm – 10 pm
- Sundays and Wednesday: 1 pm – 7 pm

## HOW TO APPLY

Submit a resume and cover letter to [employment@princetonsymphony.org](mailto:employment@princetonsymphony.org) with “Assistant House Manager” in the subject line. **Application review will begin immediately and will continue until all positions are filled.**

The PSO reserves the right to run background checks before and during time of employment. All applications will be treated as confidential. Electronic submissions only – no phone calls. If you require any assistance or accommodations during the interview process, please include this information when submitting your application.



*The Princeton Symphony Orchestra (PSO) is deeply committed to a thoughtful, honest, and ongoing self-examination of how we are applying principles of equity, diversity, and inclusion (EDI) and antiracism within our organization. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, status as a qualified individual with a disability, or any other characteristics protected by federal, state, or local law.*