



Stern Grove Festival Association

House Manager

Seasonal / Part Time

Organizational Profile

Founded in 1938, Stern Grove Festival is an admission-free summer performing arts festival in San Francisco. Now entering its 82nd season, the Festival draws 100,000 people during its ten-week series of world class performances in the outdoor setting of Sigmund Stern Grove. Past seasons have included performing artists from around the world, including San Francisco Symphony, Diana Krall, Los Lobos, Smokey Robinson, Ziggy Marley, San Francisco Opera, Lucinda Williams, and Allen Stone.

Reporting Relationships

The House Manager reports directly to the Director of Operations. The following positions report to the House Manager: Area Leaders. In addition, the House Manager works closely with the Assistant House Manager, Production Assistants, Security and Medical teams.

Position Description

Stern Grove Festival House Manager will be responsible for recruiting, hiring, scheduling, and managing the House staff. This includes training staff on policies and procedures and overseeing all activities and services related to the safety and comfort of patrons, with a goal of creating a positive experience for all audience members. The House Manager will oversee on-site, front of house operational needs including Concert Meadow, Esplanade, West Meadow and Hillside area set-up and strike, crowd management and control, response to patron requests and concerns, emergency response protocols, and any additional duties that pertain to the smooth functioning of the venue. The House Manager will also be responsible for assisting the Director of Operations in concert reporting.



General Duties:

- Assist the Director of Operations in hiring and training Area Leaders and Production Assistants.
- Work with the Director of Operations to create pre-production materials and schedule Operations staff weekly in accordance to staffing needs and budget.
- Attend weekly Pre-Production and Staff Meetings and prepare post-production reports.
- Coordinate with the Assistant House Manager, who oversees staff schedules, breaks, radio and uniform distribution, and manages time sheets, payroll, incident reporting, and administrative duties.
- Manage daily setup and strike of concert venue.
- Oversee patron services and seating in the Concert Meadow, West Meadow and hillside, including senior/disabled seating and picnic tables. Manage closure of Concert Meadow if capacity is reached.
- Ensure enforcement and compliance with all rules and regulations in the Grove, including maintaining clear aisle ways, smoking rules, restrictions on blanket size, unclaimed items, etc.
- Adhere to SGFA approved policies, protocols, and procedures to ensure high standards are upheld in regards to staff professionalism and performance.
- Empower staff to articulate and embody the Festival's mission and be ambassadors to the public.

Experience and Skills Required:

- Ability to coordinate multiple schedules and duties in an organized and detailed fashion.
- Experience managing staff.
- Excellent communication skills and collaborative work ethic.
- Experience providing exemplary customer service and ability to handle stressful situations with diplomacy and tact.
- Working knowledge of ADA requirements, crowd control practices, crisis intervention, emergency procedures, and first aid.
- Ability to judge rapidly changing conditions and make quick decisions while adhering to SGFA guidelines.
- Ability to maintain self-assurance and level-headedness at all times.
- Have a great sense of humor and maintain dedication to SGFA mission.
- Three years front of house or patron services experience, preferably in a large outdoor performance venue.



Physical Requirements:

- Able to lift/carry 50lbs
- Able to experience periods of extended standing, employee must be able to remain on their feet in a stationary position.
- Able to walk and climb considerable distances including on the hillside during the course of a work day.
- Grasp, lift, carry, push and pull heavy objects such as barricades, fencing, and carts.
- Stooping, crouching and kneeling is needed to place signage throughout the grove
- Listening and ability to speak is required. In a typical work day the employee will be interacting with large groups of people and they must have the ability to hear and clearly express their ideas with spoken words.

Work Environment / Physical Demands

The work environment characteristics and the physical demands described here are representative of those an employee encounters while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate. Occasionally sound levels may exceed 100 db. All efforts will be made to protect employee's hearing.

The above statements are intended to describe the general nature and level of work performed by the incumbent in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills.



Locations:

- 1) SGFA Office, 832 Folsom Street Suite 1000, San Francisco 94107
- 2) Sigmund Stern Grove, 19th Avenue and Sloat Boulevard, San Francisco

Hours:

- Must be available every Sunday, June 2nd through August 18th, 2019.
- Must be available on Saturday afternoons from June 15 - July 7, 2019.
- 8-16 hours season advancement per week from March - May.
- 20-24 hours advancement and concert production per week from June - August.
- Schedule to be arranged by mutual consent.

Compensation: Commensurate with experience.

To apply, please submit the following via email with “House Manager” in the subject line:

- 1) A cover letter
- 2) Your resume
- 3) Two references

Email:

jobs@sterngrove.org