



# **Stern Grove Festival Association**

## **Operations Staff - Assistant House Manager**

**Seasonal / Part Time**

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### **Organizational Profile**

Founded in 1938, Stern Grove Festival is a free summer music festival in San Francisco. Now entering its 82<sup>nd</sup> season, the Festival draws 100,000 people during its ten-week series of world class performances in the beautiful Stern Grove. Past seasons have included artists from around the world, including San Francisco Symphony, OK GO, Los Lobos, Carlos Santana, Smokey Robinson, Ziggy Marley, San Francisco Opera, Lucinda Williams, and Allen Stone.

### **Reporting Relationships**

The Assistant House Manager reports directly to the House Manager. When assigned, the following positions report to the Assistant House Manager; House Leaders. The Assistant House Manager provides direct administrative support to the Director of Operations, House Manager, Technical Manager, and Parking Manager. In addition the Assistant House Manager works closely with the Administrative Staff, Stage Manager, Seasonal Staff, Security and Medical teams, SFPD, SFRPD Staff, Volunteer Coordinator, and Volunteers.

### **Position Description**

Stern Grove Festival's Assistant House Manager will assist the House Manager in overseeing all on-site, administrative operational needs including managing the master production schedule, individual department schedules and employee breaks, manage InitLive operations and payroll reporting, radio and uniform distribution and return, and incident reporting. The Assistant House Manager will support SGFA managers as a central point of information to anticipate, monitor, and record all operational tasks throughout the concert day. The Assistant House Manager will compile all completed checklists, incident reports, and any other production information into a daily production report.

Front of House duties include helping with Concert Meadow, Esplanade, and West Meadow set-up and strike, crowd control and patron services, emergency response protocol, vendor booth set-up and strike, and any additional duties that pertain to the smooth operational functionality of the venue.

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## **Availability and Commitment**

Operations Staff must be available every Sunday from June 20 to August 29, 2021 as well as Sunday, June 6 AND Sunday June, 13, 2021 for orientation and training days. Operations Staff are expected to be available for two workshop days prior to the season and one Saturday shift during the season (*dates and times TBD.*)

Operations Staff can expect a schedule of between 15 and 20 hours each weekend, averaging fifteen hours per week over the course of the Season. This includes hours available each Saturday toward infrastructure set-up.

## **General Duties**

- Support managers' advancement of each concert day using the master production schedule to provide notifications of task timings, note and disseminate real-time changes, and log task completions as they occur.
- Manage InitLive operations for all staff including daily Ipad kiosk set-up and storage, assisting staff with clock in/out functions, generating real-time reports for managers, and ensuring staff perform all necessary functions before departure.
- Provide House Manager with real-time staffing levels and identify and contact late/no show staff for formal reporting.
- Coordinate with the House Manager to oversee staff paid and unpaid breaks.
- Maintain daily equipment logs including radio and jacket distribution and return, and any equipment troubleshooting required.
- Compile all completed checklists, incident reports, and any other production information into a daily production report to be delivered to the Director of Operations by the end of working day.
- Assist in management of daily set-up and strike of concert venues.
- 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.
- Help House Manager train and manage staff to ensure high standards are held in regard to staff professionalism and performance.
- Adhere strictly to SGFA approved policies, protocols, and procedures
- Help House Manager empower staff to articulate and embody the Festival's mission.

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## **Personal Characteristics**

- Ability to coordinate multiple schedules and duties in an organized and detailed fashion
- Possess or attain working knowledge of hardware and software interactions used by applications for email, scheduling, payroll, reporting, and communication between staff.
- Experience in scheduling staff paid and unpaid breaks while working to ensure staffing levels remain satisfactory.
- Capable of identifying unexpected variations in standard procedures and ability to initialize effective communication between staff to stabilize the course of action.
- Experience managing staff.
- Excellent communication skills and collaborative work ethic.
- Ability to handle stressful situations with diplomacy and tact.
- Ability to judge any and all conditions and make quick decisions while adhering to SGFA guidelines.
- Have a great sense of humor and maintain dedication to SGFA mission.
- Two (2) years front of house experience, preferably in a large outdoor venue.

## **Physical Requirements**

- Ability to lift/carry 50lbs.
- Assistant House Manager may experience periods of extended standing, employee must be able to remain on his or her feet in a stationary position.
- Employees may be required 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 and hear. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required

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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 - (Virtual Meetings)
- 2) Sigmund Stern Grove, 19<sup>th</sup> Avenue and Sloat Boulevard, San Francisco

### **Hours**

- Must be available every Sunday, June 20, 2021 through August 29th, 2021 (Not August 21).
- Sunday June 6<sup>th</sup> – Staff required to attend virtual orientation from 2:00pm – 4:30pm
- Sunday June 13<sup>th</sup> – Staff required to attend in person orientation from 8:30am – 5:00pm
- Pre and post-season work days available on mutual consent.

### **Compensation**

Commensurate with experience.

### **Note on COVID-19 Pandemic**

For the protection of its employees and patrons, Stern Grove Festival Association may require its employees to wear masks and to provide proof of vaccination or a recent, negative, COVID-19 test as a condition of employment. Your continued participation in this recruitment affirms that you are aware and agree with this notice.

### **How to Apply**

[CLICK HERE](#)

### **Email**

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If you have any questions, please email [jobs@sterngrove.org](mailto:jobs@sterngrove.org)

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