



POSITION DESCRIPTION

Position Title: House Manager
Status: Part-Time, Seasonal/Non-Exempt
Reports To: Director of Marketing & Communications
Supervises: Volunteer Ushers

Position Summary:

The House Manager is responsible for ensuring all Symphony patrons receive the best overall front-of-house concert experience. S/He must be able to effectively and courteously problem-solve and exhibit grace under pressure.

Responsibilities:

- ❑ Recruit, train, schedule and monitor volunteer ushers for all Symphony performances at the Times-Union Center for the Performing Arts, ensuring Symphony events are staffed by volunteers of the highest caliber.
- ❑ Serve as a liaison between patrons and the Symphony, ensuring an efficient front-of-house operation and a positive experience for Symphony patrons; coordinate concert start and end times with back-of-house personnel; work with ASM (building management company) Executive on Duty to address any facility issues.
- ❑ Work with staff to address all patron issues either at the time of the issue or within three days of the concert at which the issue occurred.
- ❑ Other duties as assigned.

Requirements:

- ❑ Bachelor's degree preferred or two years of similar experience.
- ❑ Excellent communication, interpersonal, organization and leadership skills.
- ❑ Proficient in Microsoft Office.
- ❑ Responsible, reliable, able to work daytime, weekends and evenings. The position requires work at concerts most Friday and Saturday nights from mid-September through mid-June. There are also Friday morning, Thursday evening and Sunday afternoon concerts periodically throughout the season.
- ❑ Must have a positive attitude, be able to work as part of a high-functioning team, possess a knowledge of and passion for symphonic music, as well as the strong desire to share it with others.

Diversity, Equity and Inclusion

The Jacksonville Symphony is an equal opportunity employer and does not discriminate on the basis of age, race, sex, color, religion, national origin, disability, military status, sexual orientation or any other status protected by applicable state or local law

Compensation

Compensation, including benefits will be competitive and commensurate with qualifications and experience.

Application

Please submit a cover letter and resume to Andreea Vineyard at HR@jaxsymphony.org

About the Jacksonville Symphony

Our mission is to enrich the human spirit through symphonic music.

As Music Director Courtney Lewis begins his sixth season on the conductor's podium, the Jacksonville Symphony celebrates the 2020/21 season that promises another year of exemplary symphonic music. Each season, the Symphony reaches over 135,000 individuals through almost 100 performances in Jacoby Symphony Hall and communities throughout Florida.

The Jacksonville Symphony is one of Northeast Florida's most important cultural institutions. Founded in 1949, the Symphony now enjoys a national reputation, regularly heard on more than 250 public radio stations across the country on *Performance Today*. Combined with performances aired on Jacksonville's public radio station WJCT and the organization's continually growing streaming program, the Symphony reaches over 60,000 individuals through these digital channels. In 2018, the orchestra was selected as one of four orchestras from across the country to participate in the 2020 *SHIFT: A Festival of American Orchestras* in Washington, D.C.* The Symphony's performance home, Robert E. Jacoby Symphony Hall, is an acoustic gem and offers an intimate and acoustically superior concert experience. Each year thousands enjoy the Symphony's performances both at Jacoby Symphony Hall in the Times-Union Center for the Performing Arts and at venues located throughout the state of Florida.

The Symphony is a crucial leader in the community for music education, serving four county school districts and over 35,000 students. In addition to offering free tickets to children under the age of 18 for selected *Florida Blue Masterworks* concerts, and other special youth pricing, there are several programs to foster music education.

Led by Symphony Assistant Conductor Deanna Tham, the Jacksonville Symphony Youth Orchestras (JSYO) serves more than 300 talented musicians from all over Northeast Florida. The six levels of ensembles enable the JSYO to serve the needs of all musicians with individualized, ability-specific instruction. JSYO enriches orchestral instruction by guiding young musicians with quality musical instruction, improving skills and maintaining the highest standards. In June 2018, the Jacksonville Symphony Youth Orchestras embarked on its first national tour as one of only

three student orchestras invited to perform in the Los Angeles International Music Festival at Walt Disney Concert Hall.

Over the years, the Jacksonville Symphony has hosted some of the most renowned artists of the music world including: Isaac Stern, Benny Goodman, Duke Ellington, Marilyn Horne, Luciano Pavarotti, Itzhak Perlman, Kathleen Battle, Mstislav Rostopovich, Audra McDonald, Joshua Bell, Lang Lang, Alisa Weilerstein, Branford Marsalis and Renée Fleming.

*Shift Festival cancelled due to Covid