



OLYMPIC THEATRE ARTS

House Manager/Volunteer Coordinator Job Description

414 N. Sequim Ave. * P.O. Box 1474 * Sequim, WA 98382 360-683-7326 *

Reports To	Operations Manager
Status	Part-time, hourly, non-exempt
Hours	Approximately 25 - 30 hours per week
Schedule	Regular daytime administrative and event-preparation work, plus evening and weekend performance and event hours
Compensation	\$20-22 per hour, depending on experience and qualifications

About the Role

The House Manager & Volunteer Coordinator leads Olympic Theatre Arts' Front of House, volunteer, and patron-service operations. This position helps ensure that OTA performances, special events, and rentals are safe, welcoming, organized, accessible, and well staffed.

This is both a **leadership role and a hands-on operational role**. The House Manager & Volunteer Coordinator recruits, trains, schedules, and supports volunteers; prepares, opens, and closes the theatre, box office, and bar as well as oversees all Front of House operations during productions. When volunteer coverage is unavailable or additional support is needed, the House Manager & Volunteer Coordinator steps into essential roles—including box office, guest check-in, ushering, concessions, or bartending—to ensure a smooth, safe, and welcoming experience for every guest.

The position combines regular daytime administrative work with evening and weekend event coverage. The successful candidate will be a welcoming, reliable point of contact for patrons, volunteers, and renters.



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Key Responsibilities

Front of House & Patron Experience

- Lead Front of House operations for performances, special events, and rentals.
- Prepare, open, reset, and close public theatre spaces, including the lobby, auditorium, box office, concessions areas, restrooms, and other patron spaces during events.
 - Prepare Ludus ticketing and check-in functions, scanners, point-of-sale equipment, cash drawers and patron information.
- Create a welcoming, safe, clean, organized, and accessible experience for patrons, volunteers, and renters.
- Supervise and support Front of House volunteers, including ushers, ticket sellers, concessions volunteers, and bartenders.
 - Conduct volunteer check-ins and pre-show briefings; communicate assignments, event details, customer-service expectations, safety information, accessibility procedures, and production-specific needs.
- Assist patrons with seating, late arrivals, accessibility needs, questions, lost-and-found and other Front of House concerns.
 - Respond appropriately to patron concerns, disruptive behavior, service issues, and emergencies; report significant incidents and complete event reports.
- Coordinate with stage managers, technical staff, and event leads regarding house opening, curtain times, intermissions, seating, announcements, and event-day needs.
- Make or coordinate curtain speeches and pre-show announcements as assigned.
- Step into essential Front of House roles when volunteer coverage is limited or unavailable.
- Support accurate ticketing, attendance, cash-handling, bar sales and post-event reporting procedures; protect cash, tickets, patron information, and equipment.

Volunteer Recruitment & Coordination

- Develop and carry out a year-round volunteer recruitment and engagement plan that supports OTA productions, events, and organizational needs.
- Build relationships with local schools, community groups, service organizations, businesses, arts groups, and other community networks to recruit and welcome new volunteers.
- Create and maintain volunteer role descriptions, outreach materials, interest forms, orientation materials, schedules, and recruitment communications.
- Serve as the primary contact for prospective, current, and returning volunteers.



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- Recruit, orient, train, schedule, and support volunteers for Front of House, productions, special events, education programs, and other OTA activities.
- Maintain practical Front of House procedures and training materials for ticketing, cash handling, accessible seating, patron questions, bar positions, and closeout.
- Maintain accurate volunteer records, service hours, schedules, and communications in OTA-approved systems.
- Provide ongoing volunteer communication, recognition, feedback, and support; monitor volunteer needs, participation, retention, and training needs and recommend improvements.

Administration, Compliance & Facility

- Complete daytime administrative and event-preparation work supporting Front of House and volunteer operations.
- Maintain required food-handler and alcohol-service credentials; track applicable volunteer training, credentials, and renewals, and help ensure compliance with OTA procedures and relevant requirements.
- Maintain clean, safe, organized, and well-stocked public theatre spaces; maintain supplies inventory and report facility, maintenance, safety, accessibility, cleaning, or security concerns.

Collaboration

- Work closely with OTA leadership, staff, directors, stage managers, technical teams, teaching artists, renters, volunteers, and community partners.
- Participate in staff meetings, production meetings, event debriefs, fundraisers, education programs, rentals and other OTA activities as assigned.
- Perform other related duties in support of OTA's mission, programs, patrons, volunteers, and facilities.



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Who You Are

You enjoy helping people feel welcome, keeping things organized, and being part of a lively community theatre. You are dependable, practical, warm, and comfortable taking initiative. You can balance many moving parts while remaining calm and helpful when plans change.

You do not need to have worked in a professional theatre or held a formal House Manager position before. Experience in theatre, events, customer service, retail, hospitality, food service, office administration, schools, nonprofit organizations, volunteer leadership, or community programs may prepare you well for this role.

You may be a strong fit if you:

- Enjoy working with people and helping create a positive community experience.
- Can communicate clearly, follow through on details, and make thoughtful decisions.
- Are comfortable guiding volunteers and helping them feel prepared, appreciated, and supported.
- Are willing to learn Ludus, ticketing and point-of-sale tools, volunteer systems, and OTA's event procedures.
- Like creating order from schedules, programs, event checklists, supplies, and volunteer needs.
- Are available for a combination of daytime administrative work and evening/weekend performances and events.
- Are willing to complete required food-handler, alcohol-service, safety, or other job-related training, with OTA support as applicable.
- Care about the role community theatre plays in bringing people together.

Qualifications

- Strong customer-service, communication, organization, and problem-solving skills.
- Ability to work independently while collaborating closely with staff and volunteers.
- Comfortable using email, online calendars, documents, spreadsheets, ticketing systems, point-of-sale tools, and scheduling platforms, or willing to learn.
- Experience coordinating, training, scheduling, or supporting volunteers, staff, students, or community members is helpful.
- Ability to stand and walk for extended periods and lift or carry up to 25 pounds, with reasonable accommodations available.
- Availability for daytime, evening, and weekend work according to OTA's performance and event calendar.



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To Apply

Please submit a cover letter and resume to **office@olympictheatrearts.org** with the subject line: **House Manager & Volunteer Coordinator Application.**

In your cover letter, please tell us about relevant experience in customer service, events, volunteer leadership, theatre, community programming, administration, or other work that has prepared you for this role.

Olympic Theatre Arts welcomes applicants with varied professional, volunteer, and lived experience. If the position interests you but you do not meet every preferred qualification, we encourage you to apply. OTA is committed to creating a welcoming, inclusive, accessible, and respectful workplace and theatre community.