SANDY CITY
APPROVED POSITION SPECIFICATIONS

I. Position Title: Amphitheater House Manager

Revision Date: 3/02
EEO Code: Admin. Support
Status: Non-exempt

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direction and supervision of the Director of Community Events, provides Amphitheater front-of- house management, coordination, set-up, volunteer training and communications for Sandy City Amphitheater productions and events.

III. Essential Duties

- Recommend and refer potential volunteer head ushers, ushers, ticket takers, etc. to be chosen by the Sandy Arts Guild Volunteer Coordinator.
- Consult with the Community Events Director and/or Stage Manager for information about accurate running times, intermissions, opening of the house to patrons and late seating policies.
- Make efforts to provide wheelchair access, hearing assist devices and other accommodations for patrons.
- Work with the Community Events Director and leasing companies to plan for student functions, group seating plans, crowd control issues and traffic control for buses.
- Conduct meetings prior to all performances to inform staff of pertinent show-related information.
- Coordinate front-of-house details with the Community Events Director, Public Safety Officers, Parking Officers, Concession Providers and the Box Office Manager.
- With the Box Office, resolve any ticket issues, seating problems or complaints that occur at performances.
- Coordinate the handling and distribution of all program materials, flyers, inserts, etc.
- Coordinate all signage regarding seating.
- Maintain proper image and generate positive public relations in regard to front of house.
- Plan, research and submit requests for front-of-house crowd control equipment and supplies.
- Plan, develop and maintain training procedures, guidelines and materials which will help ensure safety of patrons and employees.
- Train front-of-house staff in customer service, ADA awareness, emergency evacuation procedures, safety guidelines, ticket taking and patron seating.
- Motivate, evaluate, direct, supervise and recognize volunteers for outstanding service at the Sandy City Amphitheater.

IV. Marginal Duties**:**

- Perform other duties as assigned.

V. Qualifications

Education: High school diploma or equivalent required.

Experience: One year of house management or experience coordinating events.

Knowledge of: All forms of event ticketing, general accounting principles, retail management, emergency procedures, crowd control, basic record keeping, customer service, amphitheater seating arrangements and the Americans with Disabilities Act.

Responsibility for: Responsibility for the efficient and effective operation of the front-of-house; supervision of a core group of volunteers.

Communication Skills: Excellent communication and problem solving skills; ability to interact with other City professionals and technical staff; communicate in a professional and courteous manner with the general public; effectively communicate procedures and present training materials to volunteers and employees.

Tool, Machine, Equipment Operation: Frequent use of Clearcom Communication and a 2-way radio; occasional use of ticketing computers and printers, PC, 10-key or calculator.

Analytical Ability: Must have the ability to gather and report financial and sales data; must be able to use independent judgement to resolve problems.

VI. Working Conditions:

Work is performed with little supervision; exposure to various climate conditions; considerable standing, walking and bending, and some light lifting of up to 25 lbs. required; job requires evenings and weekend work and some daytime hours; must dress and groom in a manner congruent with the image of Sandy City.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same or similar position. Management reserves the right to add or change duties at any