



# valley of the moon music festival

ERIC ZIVIAN & TANYA TOMKINS, DIRECTORS

10TH SEASON 2024

SONOMA, CA

Valley of the Moon Music Festival is seeking a dynamic and experienced **House Manager** to oversee the front-of-house operations of our summer festival. The House Manager will be responsible for ensuring the smooth operation of all activities related to audience services, front-of-house staff management, and patron experience. The ideal candidate will have excellent customer service skills, strong leadership abilities, and a passion for the performing arts.

In order to fulfill the following responsibilities, the House Manager must have a current driver's license and access to a vehicle. For the safety of the VMMF community, they must be fully vaccinated and boosted. This is a temporary position.

**Compensation:** \$3000

**Time Commitment:** Approximately 40 hours per week. 13 events total from July 11 - July 28

## **Responsibilities will include:**

- Oversee all front-of-house activities to ensure a positive and enjoyable experience for all theatergoers.
- Coordinate with box office staff, ushers, concessionaires, and volunteers to ensure efficient and courteous service to patrons.
- Act as the primary point of contact for patrons, addressing inquiries, concerns, and special requests in a prompt and professional manner.
- Assist patrons with accessibility needs, including wheelchair seating, assistive listening devices, and other accommodations as required.
- Coordinate with production and technical staff to provide pre-show announcements, audience instructions, and emergency procedures.
- Implement and enforce theater safety and security policies to ensure the well-being of patrons, staff, and performers.
- Collaborate with production and event management teams to coordinate the seamless execution of performances, rehearsals, and special events.
- Assist with event setup, including seating arrangements, signage, and other logistical requirements.
- Serve as a liaison between front-of-house staff, production crews, and performers to facilitate communication and coordination.

**Qualifications:**

- Proven experience in a similar role, preferably in a theater or performing arts venue.
- Excellent interpersonal and communication skills, with a strong customer service orientation.
- Ability to lead and motivate a diverse team of staff and volunteers in a fast-paced environment.
- Knowledge of theater operations, including ticketing systems, audience services, and front-of-house procedures.
- Familiarity with safety and emergency protocols, including evacuation procedures and crowd management techniques.
- Flexibility to work evenings, weekends, and holidays as required by the theater's performance schedule.
- Certification in Crowd Management, First Aid/CPR, or other relevant training is a plus.

To apply, please include a resume and cover letter detailing your relevant work experience to [admin@valleyofthemoonmusicfestival.org](mailto:admin@valleyofthemoonmusicfestival.org), with **subject title HOUSE MANAGER\_LASTNAME**. Hiring immediately.

The House Manager **must** be available to work on-site in Sonoma, CA from July 10 - 28, 2024.