



**Date posted:** September 13, 2016

**Company:** Actors' Shakespeare Project (ASP)  
191 Highland Avenue, Suite 2B, Somerville, MA 02143

**Position:** House Manager (HM)

**Reports to:** Audience Services and Development Associate

**Employee status:** Part - Time

**Salary:** \$60 per show, with an additional \$15 for shows with post show conversations, if all four shows are worked, a bonus will be granted

**Start date:** October 4, 2016

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### **About ASP**

Actors' Shakespeare Project (ASP) was founded in 2004, and is an award-winning, mid-sized professional Shakespeare company with extensive education and community programming. It has a full-time staff of 11, a resident acting company of 22, an itinerant performance model, and a strong track-record for youth, education and community work in Boston, Somerville, and Cambridge. ASP also works closely with the Department of Youth Services and Boston Public Schools.

ASP's organizational culture is collaborative, supportive, and fast paced, and fosters a highly creative environment.

### **Statement of Responsibilities:**

The primary responsibility of this position is to provide all of ASP's audiences a positive, professional, engaging, and cohesive experience. The HM is a prominent liaison with ASP's patrons, community partners, and general public. The HM is the face of ASP at all performances, and serves as the primary point of contact for our patrons.

Prior to first performance:

- have a working knowledge of ASP's mission and programs
- attend the Front of House (FOH) set-up, dress rehearsal, opening and closing performances, and FOH strike for each performance, as well as all other calendared performances
- prior to the dress rehearsal, FOH set up includes, but is not limited to: unloading all FOH materials, laying out box office, locating power supply etc., determining permanency vs. what needs to be taken down every day, determining where to lock up FOH computer, cash box, and printer
- communicate with stage management after the dress rehearsal to develop a late seating plan

Prior to each performance:

- arrive no later than one and a half hours prior to curtain
- check box office e-mails and input any last minute requests as well as non-ASP ticketing sites (Bostix, Goldstar, TodayTix)

- print tickets for that performance
- day-to-day set up of ASP's lobby and box office including displays and signage

During each performance:

- represent ASP to its patrons in a manner in which reflects its mission and values
- communicate with stage management and building management to resolve any issues that arise
- manage box office, including but not limited to, on-site ticket sales and will call
- maintain a wait list if necessary
- train ushers in compliance with ASP's policies and needs
- handle seating issues
- communicate with stage management to close the house and start the show
- give the curtain speech at each performance unless otherwise noted by the Audience Services and Development Associate
- display and sell merchandise, concessions, and subscriptions during intermission
- providing exemplary customer service throughout patron experience

After each performance:

- assist in audience exit from the venue
- reconcile all cash from box office, merchandise, and concession sales
- record concessions sales in tracking sheet
- record sales in Ovation, and complete reconciliation form
- walk through the house and pick up any remaining trash, clean any spills, etc.
- sweep and or/vacuum FOH area each night, to keep it clean for patrons
- complete and send FOH report after all patrons have left the theatre
- strike box office and FOH to necessary level each night, including taking in all signage
- lock up computer, printer and cash box in agreed upon location

After the final performance:

- complete all of the above duties
- attend FOH strike, at which duties include, but are not limited to: striking box office and FOH materials, signage, clean up and vacuum box office and FOH space (including the house itself if necessary), take out all box office and front of house trash, and strike seating from the house
- remove all materials to designated location (ASP van, etc).

### **Requirements:**

- FOH and/or box office experience a plus, though not required
- Ability to problem solve, and act on the spot
- Familiarity with ticketing software a plus
- Knowledge of Boston's theater, arts education, and youth arts community a plus
- Passion for Shakespeare, performance, arts education, youth arts
- Demonstrated ability to manage a lot of moving pieces,
- Exceptional technology skills and comfort with learning and managing technology platforms quickly
- Excellent interpersonal skills
- Strong written and verbal communication skills
- Willingness to travel to various Boston-area neighborhoods as venues require
- Sense of humor and ability to stay calm under pressure
- Attendance at all performances is required, which fall on weekends and evenings

### **Performance Schedule:**

#### **Hamlet:**

Tuesday, October 4	
Wednesday, October 5	7:30 p.m.
Thursday, October 6	7:30 p.m.
Friday, October 7	7:30 p.m.
Saturday, October 8	8:00 p.m. (Opening Night)
Sunday, October 9	5:00 p.m.
Wednesday, October 12	10 a.m. and 7:30 p.m.
Thursday, October 13	7:30 p.m.
Friday, October 14	10 a.m.
Sunday, October 16	2:00 p.m. and 7:00 p.m.
Wednesday, October 19	10 a.m.
Thursday, October 20	7:30 p.m.
Friday, October 21	10 a.m. and 7:30 p.m.
Saturday, October 22	8:00 p.m.
Sunday, October 23	3:00 p.m.
Wednesday, October 26	10 a.m. and 7:30 p.m. (tentative)
Thursday, October 27	7:30 p.m.
Friday, October 28	10 a.m. and 7:30 p.m.
Saturday, October 29	3:00 p.m. (tentative) and 8:00 p.m.
Sunday, October 30	3:00 p.m.
Wednesday, November 2	10 a.m. and 7:30 p.m. (tentative)
Thursday, November 3	7:30 p.m.
Friday, November 4	7:30 p.m.
Saturday, November 5	3:00 p.m. (tentative) and 8:00 p.m.
Sunday, November 6	3:00 p.m. (Closing)

**The Tempest:**

Thursday, December 1	7:30 p.m.
Friday, December 2	7:30 p.m.
Saturday, December 3	8:00 p.m. (Opening Night)
Sunday, December 4	2:00 p.m.
Thursday, December 8	10 a.m. and 7:30 p.m.
Friday, December 9	7:30 p.m.
Saturday, December 10	3:00 p.m. and 8:00 p.m.
Sunday, December 11	2:00 p.m.
Thursday, December 15	10 a.m. and 7:30 p.m.
Friday, December 16	7:30 p.m.
Saturday, December 17	3:00 p.m. and 8:00 p.m.
Sunday, December 18	2:00 p.m.
Tuesday, December 20	10 a.m.
Wednesday, December 21	10 a.m. and 7:30 p.m.
Thursday, December 22	7:30 p.m.
Friday, December 23	2:00 p.m. and 7:30 p.m.
Tuesday, December 27	7:30 p.m.
Wednesday, December 28	7:30 p.m.
Thursday, December 29	7:30 p.m.
Friday, December 30	7:30 p.m.
Saturday, December 31	2:00 p.m. and 7:00 p.m.
Thursday, January 5	10 a.m. and 7:30 p.m.
Friday, January 6	7:30 p.m.
Saturday, January 7	3:00 p.m. and 8:00 p.m.
Sunday, January 8	2:00 p.m. (Closing)

**Edward II:**

Wednesday, February 22	7:30 p.m.
Thursday, February 23	7:30 p.m.
Friday, February 24	7:30 p.m.
Saturday, February 25	8:00 p.m. (Opening Night)
Sunday, February 26	2:00 p.m.
Thursday, March 2	7:30 p.m.
Friday, March 3	7:30 p.m.
Saturday, March 4	3:00 p.m. and 8:00 p.m.
Sunday, March 5	2:00 p.m.
Thursday, March 9	7:30 p.m.
Friday, March 10	7:30 p.m.
Saturday, March 11	3:00 p.m. and 8:00 p.m.
Sunday, March 12	2:00 p.m.
Thursday, March 16	7:30 p.m.
Friday, March 17	7:30 p.m.
Saturday, March 18	3:00 p.m. and 8:00 p.m.
Sunday, March 19	2:00 p.m.

**A Midsummer Night's Dream:**

Wednesday, May 10	7:30 p.m.
Thursday, May 11	7:30 p.m.
Friday, May 12	7:30 p.m.
Saturday, May 13	8:00 p.m. (Opening Night)
Sunday, May 14	2:00 p.m.
Thursday, May 18	10 a.m. and 7:30 p.m.
Friday, May 19	7:30 p.m.
Saturday, May 20	3:00 p.m. and 8:00 p.m.
Sunday, May 21	2:00 p.m.
Tuesday, May 23	10 a.m.
Thursday, May 25	10 a.m. and 7:30 p.m.
Friday, May 26	7:30 p.m.
Saturday, May 27	8:00 p.m.
Sunday, May 28	2:00 p.m.
Thursday, June 1	10 a.m. and 7:30 p.m.
Friday, June 2	7:30 p.m.
Saturday, June 3	3:00 p.m. and 8:00 p.m.
Sunday, June 4	2:00 p.m.

**To Apply:** Please send cover letter, resume, and a list of three references to [apply@actorsshakespeareproject.org](mailto:apply@actorsshakespeareproject.org) using the subject line: House Manager Application. Please no phone calls.

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ASP is an equal opportunity employer and dedicated to fulfilling its mission to serve the diverse communities in which we work.

Part of our vision is to have members from those communities join us in this mission.

ASP encourages applicants from diverse backgrounds and cultures to apply.