

## AN OPPORTUNITY TO JOIN A GREAT TEAM!

**JOB TITLE:** HOUSE MANAGER  
**DEPARTMENT:** OPERATIONS  
**REPORTS TO:** MANAGER OF OPERATIONS

### ABOUT USDAN:

Usdan opens up a world for children to joyfully express their creativity and develop their artistic skills. Each summer, Usdan brings professional teachers and artists – actors, directors, playwrights, painters, sculptors, musicians, composers, dancers, poets, and novelists – to teach and collaborate with our campers, ages 5 to 18. Set on 140 acres of natural beauty in Wheatley Heights, Long Island, NY. Usdan is a safe, welcoming place within which campers have the freedom to build new friendships, explore nature, develop personal independence, and have fun, alongside their art making.

### POSITION SUMMARY:

This full time seasonal position supports the vision of the operations and artistic teams by providing a positive and welcoming environment and leads with equity to ensure all audiences experience the joy of theater.

This position is responsible for the following:

- Create and maintain a welcoming and safe environment for all patrons and guests.
- Oversee patron interactions for all guest events on campus. Events include (but are not limited to) dance recitals, music concerts, corporate parties, and campus-wide festivals.
- Execute emergency/crowd control procedures as necessary.
- Work closely with the Manager of Operations and COO to implement strategic patron service initiatives and protocols for new venue.
- Work closely with Manager of Operations to hire and schedule ushers.
- Supervise Front of House operations; hiring and training staff in emergency/crowd control procedures and concession/bar operations.
- Planning and executing usher onboarding.

Successful candidates have the ability to effectively manage multiple tasks under pressure and Perhaps most importantly, successful candidates consistently demonstrate empathy and respect for children and colleagues.

To perform this job successfully, you must be able to work in an outdoor camp environment and communicate with colleagues effectively. Usdan provides staff with protocols at the beginning of the season that they are expected to read and follow. Usdan staff understand that new challenges may



arise during the camp season and often work together to problem solve and determine solutions as we go.

## **JOB REQUIREMENTS:**

### **QUALIFICATIONS:**

- Experience working with a diverse group of people and ability to cultivate inclusive relationships through clear and courteous communication methods
- Experience leading a team in a customer service environment with an energetic and positive communication style as demonstrated through past or current professional/volunteer experience.
- Box office and concession operations experience a plus.
- Embraces technology; fully capable of working in and troubleshooting across multiple software and hardware systems; ticketing CRM experience a plus
- Ability to problem-solve
- Commitment to customer service policies and standards.
- Excellent written/verbal skills.
- Diplomacy, tact, sense of humor, initiative and enthusiasm.
- Ability to effectively manage multiple tasks under pressure.
- Variable work schedule, including evenings and weekends.
- Must complete New York State required trainings, including but not limited to a Sexual Harassment Prevention training and a Child Abuse and Neglect/Maltreatment Identification. Links to required trainings will be provided after hiring.
- Must be fully vaccinated against COVID-19, and if eligible as defined by the CDC, have received a COVID-19 booster shot, before the first day of employment.

### **EVENT SEASON DATES AND TIMES:**

- Seasonal hourly position April 2022 - June 2022 with possibility of extension based on show schedule.

### **COMPENSATION AND BENEFITS:**

- \$25 - \$30 hourly rate commensurate with experience.
- Usdan summer camp tuition discounts for school aged dependents of faculty.

### **TO APPLY:**

- Please apply through our online application: <https://www.usdan.org/employment>
- PDF files are preferred attachments. No phone calls please.

**USDAN CENTER FOR THE CREATIVE AND PERFORMING ARTS A/K/A USDAN SUMMER CAMP FOR THE ARTS IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO CREATING AN INCLUSIVE ENVIRONMENT FOR ALL EMPLOYEES. WE WELCOME APPLICANTS FROM DIVERSE BACKGROUNDS TO APPLY THEIR UNIQUE BACKGROUNDS, PERSPECTIVES, SKILLS AND TALENTS TO FOSTER AN OPEN, COOPERATIVE, AND DYNAMIC ENVIRONMENT WHERE EMPLOYEES AND USDAN ALIKE CAN**

# USDAN SUMMER CAMP FOR THE ARTS



**THRIVE. ALL EMPLOYMENT IS DECIDED ON THE BASIS OF QUALIFICATIONS, MERIT, AND BUSINESS  
NEED.**