

Folger Theatre at the Folger Shakespeare Library, located on Capitol Hill in Washington, D.C., is seeking an experienced Lead House Manager (LHM). The LHM is primarily responsible for managing the front of house activities for a season of more than 200 performances and events associated with Folger Theatre, including; Folger Consort, OB Hardison Poetry, talks, lectures, screenings, and other events designated as performances. Duties include: managing part-time house managers; responsibility for the care and well-being of the audience; communicating with Box Office, Stage Management, and Security staff to ensure smooth operation during performances and events; aiding in emergencies and handling escalated customer service issues; coordinating with other departments as necessary to ensure that front of house needs are met; managing the volunteer usher program; overseeing inventory for concessions and merchandise; and maintaining the necessary training for the Alcohol Beverage Control License and the Department of Health in order to oversee the refreshment stand. The LHM will work closely with the Patron Services Manager in developing and managing accessibility procedures for public events, as well as managing concessions, merchandise, and reception fare. This is a full-time position, with regular evening and weekend hours, and comes with a generous benefits package.

The ideal candidate will have a B.A. or equivalent experience, with a minimum of 2 years of front-of-house experience. Preference for candidates who have overseen staff and/or volunteers, including recruitment and training. A working knowledge of Tessitura is preferred. Candidates for this position must maintain an ABRA Manager's License and a food safety license, or have the ability to obtain them. Excellent communication, interpersonal, and organization skills are required, as is the proven ability to work in a busy customer service environment. Must be able to navigate a multi-level theater, which includes stairs and ramps, in dark or low light conditions.

Interested candidates should submit a cover letter and resume on our [website](#). No phone calls please. Incomplete applications and applications sent via email will not be accepted. The Folger is an Equal Opportunity Employer.