

The Los Angeles Philharmonic Association is looking for an Assistant House Manager

Founded in 1919, the Los Angeles Philharmonic Association's mission is to perform, present, and promote music in its varied forms at the highest level of excellence to a diverse and large audience, both at the Walt Disney Concert Hall and the Hollywood Bowl. The Los Angeles Philharmonic Association is dedicated to continuing its pre-eminent status in the music world of the 21st century.

Position Summary:

The Assistant House Manager, reporting to and assists the House Manager, assists in hiring, training, and managing over 300 seasonal employees for the Ford Theatre and Hollywood Bowl. The Assistant House Manager will act as the House Manager at the Ford Theatre, managing the 1,200 seat theater. When working at the Hollywood Bowl, the Assistant House Manager will provide support to the House Manager for the 17,380 seat venue. At both venues, the focus of this role will be ensuring a safe and delightful patron experience at the venues for all events.

Position Elements:

- Hire, train and supervise approximately 300 House Staff for both the Ford Theatre and Hollywood Bowl:
 - Train new staff in venue layout, LA Phil policies, customer service expectations, and venue best practices
 - Manage and ensure accurate timekeeping records for staff
 - Proactively coach and counsel employees as concerns arise
 - Keep supervisor staff up to date on training including: harassment prevention, equity and inclusion, techniques for effective alcohol management (TEAM), CPR/AED, active shooter, and stop the bleed
- Manage the House Staff at the Ford and support House Manager, including:
 - Ensure payroll is complete and approved on a daily and weekly basis, as well as ensure that staff approves their weekly timecard
 - Maintain employee attendance and analyze records for patterns or areas of concern
 - Counsel and discipline employees when performance issues arise. Partner with HR to document issues for the employee file
 - Create daily rosters of where people are scheduled and when they should take their compliant meal and rest breaks
 - Brief the supervisors and staff before the event to give them event details; including but not limited to anticipated attendance, show start time, intermission, expected show break, and any pertinent information about the show
- Monitor patrons as they enter the venue, throughout the show, and as they exit. Resolve any patron issues that may include ticket or seating issues, complaints regarding the show or other patrons, ADA issues, security issues, and medical emergencies that may arise.
- Manage vendor contracts for the Ford, including venue security, first aid, and explosive detection canines.
- Complete various reports for the Ford, including but not limited to Attendance reports, theater pre-event safety check, incident reports, event summaries, Field Interview Cards
- Meet with any security for artists, performer, or special guests to review the event and any special needs at the Ford

- Serve as a safety officer in ensuring the safety of staff and patrons in the event of an emergency
- Assist House Manager, Hollywood Bowl during all non-concurrent Hollywood Bowl events
- Assist in monitoring the AED devices to ensure they are in good working order
- Survey house staff work areas and equipment (emergency kits, radios, etc.) to prepare for the start of the season and maintain these throughout the year
- Research other events as it relates to upcoming events at the Ford and Hollywood Bowl
- Process vendor invoices to provide prompt and accurate payment
- Respond to a wide range of customer service issues with sensitivity and care
- Assist in year-round Physical Plant Operations of Hollywood Bowl, the Ford, Highland Camrose Park and Audience Services building
- Other duties and special projects as assigned

Position Requirements:

- Minimum of three years of experience managing a staff of at least 50 employees
- Minimum of three years management experience in a performing arts venue/sports venue with a minimum attendance capacity of 1,000
- Knowledge of entertainment venue and security best practices
- Demonstrated experience and patience in dealing with customer service and patron issues
- Ability to navigate hilly terrain and stand for long periods of time
- Highly organized, detail oriented, with the ability to establish and address changing priorities
- Excellent initiative and inter-personal skills
- Professional demeanor in dealing with challenging and confidential situations involving patrons, staff, and vendors
- Ability to keep composure during high-pressure situations
- Work long hours and weekends through concert season as required
- Second language fluency a plus

How to apply:

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.
- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law.

Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.