



A Division of the Heritage Foundation of Williamson County, TN

Do you have a passion for live entertainment and have experience in hospitality and customer service? If so, your next job opportunity is waiting for you – come join us! The Franklin Theatre is actively recruiting for a part-time **House Manager**.

POSITION SUMMARY: The House Manager is responsible for coordinating the operations and Front-of-House staff for concerts, live theatre, corporate events, banquets, weddings, movies, and other events. This position will act as Manager on Duty for assigned shows and events and assume all duties required of the position. The House Manager will work closely with all Theatre management-level and front of house staff to ensure events run smoothly. This position requires evening and weekend availability as most of the Theatre's events take place during these times.

The part-time, hourly House Manager will be scheduled to work approximately 8-10 shows per month, which may average about 12 – 18 hours per week. Scheduling will be irregular and based around event schedules.

ESSENTIAL RESPONSIBILITIES: To perform this job, an individual must perform each essential function satisfactorily with or without a reasonable accommodation.

- Uphold standards for exceptional customer service
- Ensure the theatre is accurately and adequately prepped for event according to Event Order/day-of information
- Manage sales receipts, cash deposits, and budgeting procedures
- Learn and master software/programs for point of sale, financial reporting, scheduling, and time reports
- Meet with venue clients and vendors to coordinate events
- Design, implement, and improve organizational strategies for concessions and cleaning supplies
- Attend management meetings discussing upcoming events and relevant details
- Prepare setups for Franklin Theatre merchandise, as well as artist merchandise as needed
- Ability to understand Event Orders and internal event documentation and brief staff and volunteers on event details
- Settle artist payments by reconciling contracts and ticket audits
- Manage and prioritize many moving parts and small details for a variety of events including, but not limited to concerts, live theatre, corporate events, banquets, weddings, movies, and other events
- Resolve customer service issues in a timely and respectful manner
- In partnership with security staff, responsible for the safety of the audience
- Uphold the highest standards of cleanliness and organization for a well-loved building
- Thrive in highly collaborative and mission-driven culture
- Regular and reliable attendance
- Perform other duties as assigned.

Education and/or Experience: Must have experience in frontline management, preferably within an entertainment venue or restaurant. Minimum of four (4) years' experience in hospitality or customer service. Must have valid Tennessee ABC server permit within 14 days of hiring.



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Other Qualifications:

- Sound knowledge of safety measures, cash handling procedures, and customer service
- Exceptional organizational and time management skills
- Must work evenings and weekends
- Model a leadership style that is open, supportive, collaborative, and respectful of all staff members.
- Interface and communicate effectively with colleagues at all levels and ability to thrive in highly collaborative and mission-driven culture.

If you are interested in this exciting opportunity, please fill out the online employment application and submit your optional resume through The Franklin Theatre website.

<https://www.franklintheatre.com/careers/>

ABOUT THE FRANKLIN THEATRE

Following a complete restoration by the Heritage Foundation of Williamson County in 2011, the historic Franklin Theatre (Est. 1937), re-opened its doors as a state-of-the-art live music venue featuring performances by world-renowned artists. The theatre also honors its heritage by continuing to show movies. The Theatre's mission is to provide world-class, diverse performing arts experiences to residents and visitors alike and to be a platform for local philanthropic engagement and education, all delivered with unparalleled guest service. For more information about The Franklin Theatre, visit www.franklintheatre.com.

ABOUT THE HERITAGE FOUNDATION OF WILLIAMSON COUNTY

Since 1967, the Heritage Foundation of Williamson County has been dedicated to preserving Williamson County's architectural, geographic, and cultural heritage as well as promoting the ongoing revitalization of downtown Franklin in the context of historic preservation. Notable projects include The Franklin Theatre, Roper's Knob, parts of the Franklin battlefield, and the Old, Old Jail. Events and festivals produced by the Heritage Foundation such as Main Street Festival, the Heritage Ball, PumpkinFest, and Dickens of a Christmas bring an estimated 300,000+ locals and visitors to downtown Franklin each year. These events create an estimated \$10 million-dollar economic impact to Franklin annually. The Heritage Foundation owns and operates The Franklin Theatre, Downtown Franklin Association, Franklin Grove Estate & Gardens (in development), and its newest entity, The History & Culture Center of Williamson County (in development). For more information about the Heritage Foundation, visit www.williamsonheritage.org.