



JOB TITLE: House Manager	FLSA: Non-Exempt
FACILITY: Five Flags Center DEPARTMENT: Events PAY RATE:	REPORTS TO: Events Manager SUPERVISES: Ushers and Security during events

POSITION SUMMARY:

Oversees and directs ushers during events while fulfilling event requirements as determined by the Events Manager.

MAJOR RESPONSIBILITIES

- Oversees and directs usher staff during events.
- Assists ushers and implements usher location rotation during events.
- Schedules usher breaks and relieves usher if needed.
- Handles customer complaints or emergencies according to established policies and procedures.
- Collects information and fills out appropriate reports. i.e., accident reports, event report, etc.
- Supplies information and assists patrons as needed.
- Consults/alerts Event Manager or MOD (manager on duty) when situation deems necessary.
- Performs other job-related duties as required.
- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

WORKING CONDITIONS:

- Ability to stand for long periods of time.
- Must be able to climb stairs in restricted lighting.
- Ability to move quickly from one area to another in a safe manner.
- Flexible hours including weekends, holidays, and evenings. Some late nights/lengthy hours required.
- Attend Five Flags’ meetings/training sessions relating to position.
- Work hours are casual-labor, seasonal and non-guaranteed.

KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent communication skills required.
- Communicate effectively with guests, management and fellow workers.
- Stay calm under pressure.
- Neat/clean and well groomed appearance.
- Use radio devices.
- Comfortable in dealing with the public.
- High school diploma or GED preferred.
- Several years’ prior experience in a customer service/supervisory role preferred.
- Certified in CPR/AED.

“SMG is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. VEVRRR Federal Contractor.”