



**Title: Assistant House Manager**

**Department:** Marketing

**Supervisor:** Event Operations Manager

**Employment Type:** Part-time, Non-exempt

**Works closely with:** Event Operations Manager, Front of House, Box Office, Marketing, Artistic & Technical Production, Special Events and Facilities.

**To Apply:** Please submit your cover letter and resume to [personnel@caramoor.org](mailto:personnel@caramoor.org) with “Assistant House Manager” in the subject line.

We will only contact candidates being considered. No phone calls, please.

**JOB DESCRIPTION**

The **Assistant House Manager** provides operational support to the Event Operations Manager, including (but not limited to) the areas of assisting with Front of House staff management and support, event logistics, house management for concerts, tours and education program supervision. Summer hours are Monday-Sunday 10:00am–4:00pm, with the most coverage of events Thursday–Sunday evenings. As needed, the Assistant House Manager may also fill in for other Guest Relations assignments. Reasonable requests for accommodation will be considered. Potential to work in the fall and winter seasons. Fall hours will likely be Thursday–Sunday, 10:00am–4:00pm and winter hours are typically Friday and Saturday evenings, and Sunday afternoons.

**Essential Duties and Responsibilities:**

- Assist guests entering or exiting Caramoor’s performance venues in a safe, timely and friendly manner
- Assist other Guest Relations Staff with their duties inside venues during events
- Work with Event Management and Front of House staff to ensure the venue set up is ready and safe. Report any safety concerns to the House Manager on duty.
- Work with Event Operations Manager & Technical Production Staff to ensure events start on time
- Assist volunteer ushers (if scheduled) in their assignments at events
- Help enforce venue policies
- Help guide guests with limited mobility or other accessibility needs
- Assist with setup and breakdown of all event related signage
- Assist in responding to emergency situations as necessary
- Cross train with Box Office Staff in order to provide personnel coverage

**Additional Duties & Responsibilities (as needed):**

**Box Office**

- Answer phones, greet guests, and distribute informational and promotional material.
- Using Spektrix ticketing system, assist guests with ticket purchases, on telephone/in-person
- Print and distribute guest tickets
- Sell merchandise
- At the Rosen House: facilitate House Tour Bookings, provide general historical information, assists guests to the restrooms, and monitor safety of guests and collection



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## **Additional Duties & Responsibilities (as needed)(cont.)**

### **Parking**

- Direct vehicles to appropriate parking areas quickly and safely
- Control traffic flow between vehicles and pedestrians

### **Required Skills and Qualifications:**

**Experience and Education:** Experience in customer service. Command of MS Office Word and Excel. Experience with arts/events production, arts/events administration or related experience is a plus.

**Collaboration:** Ability to work as part of the Caramoor family in a positive and professional manner. Willingness to be very hands-on and flexible to work on a variety of assigned tasks.

**Customer Service & Communication Skills:** Must have a friendly and professional attitude and work well with the public to navigate different personality types among stakeholders including visitors, VIPs/donors, seasonal staff, artists, senior staff team & Board of Trustees. Strong interpersonal and communication skills. Provide all visitors with the highest level of customer service, so as to make their visit to Caramoor as easy and enjoyable as possible. Engage with visitors and communicate Caramoor's history and mission.

**Administrative Skills:** Ability to maintain confidential information. Flexibility to adapt to changing priorities and new opportunities.

**Values & Culture Fit:** Appreciation for creating an environment that supports all guests to be inspired by music; and have a strong commitment to Caramoor's mission and values.

**Working Conditions:** Ability to work in a busy environment and with the public, maneuver outdoors (in all weather conditions) on 80 acres of woodland trails, gravel path ways and spectacular gardens. Flexibility to work during weekends and evenings as needed for events. Ability to lift/move up to 25lbs. Ability to set up and breakdown for events. Valid driver's license is a plus.

*Caramoor is an Equal Opportunity Employer (EEO); this means that all aspects of employment, including recruiting, advertising, hiring, training, promotions, compensation, benefits, transfers, layoffs, return from layoffs, disciplinary action and discharge shall be conducted on the basis of qualification and ability without regard to race, religion, disability, sexual orientation, color, age, gender, national origin, citizenship, marital status, military and veteran status or any other basis protected by law.*



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## **ABOUT CARAMOOR**

*Our mission is to enrich the lives of audiences through innovative and diverse musical performances of the highest quality, mentor young professional musicians, and engage children through interactive, educational experiences that deepen their relationship to and understanding of music. These three prongs – music performance, musician mentoring, and music education – infuse everything we do.*

Located on a 80-acre campus in Katonah, NY, Caramoor Center for Music and the Arts, Inc. is a 501c3 non-profit arts center that has been in continuous operation since 1946. It presents approximately 55 live music performances throughout the year in a wide range of genres, culminating in a major summer season starting in June through early August. Caramoor also trains the next generation of classical musicians and provides music-based arts education to local schoolchildren. Through its public programs and community events, Caramoor annually serves approximately 40,000 people.

Caramoor was the summer home of arts patrons Lucie and Walter Rosen who opened their estate in 1946 to welcome artists and audiences to be inspired by music in the context of their beautiful gardens, historic buildings, and art. Classical music, from chamber to orchestral to opera, forms the core of Caramoor's programming, but over the years the program has grown to include jazz, American Roots, world music, American songbook, family programs, and more. Caramoor also rents its facilities and grounds for private events.

[www.caramoor.org](http://www.caramoor.org)