

Playwrights Horizons

New York, NY

Assistant Company Manager & Head House Manager

Basic Job Function

You're the crucial link between the company of artists and the General Management team at Playwrights Horizons, acting as a liaison on all administrative and front of house matters. Working closely with the Associate General Manager and the Company Manager, tend to the needs of our audience, artists and crew, ensuring all team members feel safe and supported. As our "boots on the ground," you represent the institution during performances, and will work with the box office and stage management teams to keep our front of house systems operating efficiently.

Weeknight House Manager: Responsible for the smooth operation of the house during the run of the show, welcoming the public to our theatre and overseeing their safety and well-being before, during, and immediately after the show. Answer patrons' questions, listen to compliments and concerns, and make everyone feel welcome. You will also be the main liaison between any part-time house management team members or volunteer ushers and the Playwrights institution

Administrative Duties

- Schedule, train and supervise the volunteer staff
- Prepare programs and stuffers
- Ensure all public areas are clean and presentable for the audience.
- Maintain inventory and ensure bookshop is stocked
- Work closely with the Box Office Manager solving problems and managing waiting lists
- Coordinate with stage management teams to best support each individual production
- Provide box office and marketing support during the times between productions
- Ensure the building is closed and safe at the end of each performance
- Execute other duties as assigned

Weekend Assistant Company Manager: Responsibilities include tending to the well-being of the company, overseeing the part-time house manager and working closely with our box office team to ensure a smooth pre-show experience for our audience members. You will need to have the ability to think on your feet and problem solve. The ideal candidate will lean on their empathy, patience, and sense of humor as they navigate the needs of each individual production and determine the best way to offer support to our artists and audiences.

Administrative Duties

- Assist in maintaining the Playwrights Horizons artist apartment and prepare for any outside rental and/or company use
- Ensure the cleanliness and safety of all public and performance spaces, green rooms, and dressing rooms, prior to the start of rehearsal or tech
- Aid in the organization of both the Opening Night and Closing Night events of every production

Desired Experience, Skills & Qualifications:

Ideal candidates will have 1-3 years of work experience, preferably at a performing arts institution or live entertainment venue. They will demonstrate incredible attention to detail, the ability to creatively problem solve and a desire to grow in the field of theatrical management. A good sense of humor and empathy are essential. Successful candidates will be adept at managing multiple tasks simultaneously and will be capable of responding quickly and appropriately to the often-personal needs of guest artists. Strong customer service skills, especially clear communication, will be key.

Familiarity with Microsoft Office Suite and Google Workspace is excellent, experience with Tessitura Ticketing Software is even better.

This position requires evening and occasional weekend availability.