Northlight Theatre
Job Description as of 10/21/26

Job Title: House Manager
Category: Temporary - Hourly, Non-Exempt

Description: House Managers are responsible for the safety and comfort of patrons by leading Front of House operations. Reporting to the Patron Services Manager/Asst. Manager, House Managers are crucial leaders on Northlight Theatre's Patron Services team and ensure Northlight's events run smoothly and safely.

This role's responsibilities include supervising ushers, resolving patron issues, coordinating house timings with the stage manager, completing incident reporting, and leading emergency protocols. The hours for this position vary seasonally; applicants must be available for a minimum of 10 hours per week during the run of productions.

Responsibilities include but are not limited to:

- Manage Front of House Operations for Northlight's performances and other ticketed events
- Train and supervise ushers, staffed by The Saints
- Lead pre-show meetings to set house team expectations and delineate duties
- Act as on-site authority in the event of a minor or major emergency, including incident reporting
- Assist with patron questions, concerns, and accommodations during seating and performances
- Serve as primary contact for box office and bar/concessions if Patron Services Manager/Asst. Manager are away
- Close theatre after performances, open when needed
- Assist with emergency procedures as needed
- Adhere to Northlight policies as listed in Employee Handbook
- Assist with ticket, concession, and merchandise sales if the Box Office line becomes busy
- Cross-train in box office and concession skills
- Other duties as assigned to support the Patron Services team

Qualifications: Prior experience in Front of House/customer service required. Standing for prolonged periods and lifting may be required; reasonable accommodations can be arranged. Illinois Beverage Alcohol Sellers and Servers Education and Training (BASSET) certification and food handler training; certification fees and training hours covered by Northlight Theatre. Skilled in basic Google Suite functions. This position works in-person at Northlight Theatre, 1012 Church Street in Evanston, IL.