

JOB DESCRIPTION – THE GRAND OSHKOSH

Title: House Manager

Reports to: Patron Services Manager

Classification: Part-time, non-exempt

Position Purpose:

This position is responsible for overseeing Front of House operations during events within The Grand Oshkosh facility. This includes providing quality customer service to patrons and renters; supervising volunteers; assisting with the coordination of onsite event needs; communicating with administrative and event staff; and enforcing policies and safety procedures.

Primary Responsibilities:

- Maintain basic security of the facility for assigned events; act as manager on duty.
- Review Front of House information and provide direction to assigned volunteer staff regarding important event details.
- Enforce event and organizational policies. Carry out emergency procedures when needed.
- Maintain a high level of customer service with a large and diverse patron base.
- Troubleshoot problems effectively and efficiently to ensure patron satisfaction and safety while serving as an ambassador of the organization.
- Communicate effectively with volunteers and other staff members.

Experience and Qualifications:

- Must be able to work flexible hours, including nights, weekends, and holidays
- Background in customer service preferred
- Must be able to stand/be on foot for extended periods of time and climb stairs efficiently
- Knowledge of basic cash handling
- Has or can obtain bartender's license
- Preference may be given to applicants with knowledge of performing arts and/or front of house operations

Application Requirements:

- Satisfactory criminal and financial background check required

The above position description is not intended to be a complete listing of duties but merely a statement of examples of common duties to be performed. The Grand Oshkosh reserves the right to amend the above example at any time.

To apply, please send resume to:

Leah Demski, Patron Services Manager

The Grand Oshkosh

PO Box 1004, Oshkosh WI 54903-1004

Email: jobs@thegrandoshkosh.org

COMPANY NAME: The Grand Oshkosh, Inc.

Employment Application

APPLICANT INFORMATION			
Last Name		First	M.I. Date
Street Address			Apartment/Unit #
City		State	ZIP
Phone		E-mail Address	
Date Available	Social Security No.		Desired Salary
Position Applied for			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.? YES <input type="checkbox"/> NO <input type="checkbox"/>
Have you ever worked for this company?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain

EDUCATION			
High School		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree

REFERENCES	
<i>Please list three professional references.</i>	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	
Full Name	Relationship
Company	Phone ()
Address	

PREVIOUS EMPLOYMENT			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone ()	
Address		Supervisor	
Job Title	Starting Salary \$	Ending Salary \$	
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

MILITARY SERVICE	
Branch	From To
Rank at Discharge	Type of Discharge
If other than honorable, explain	

DISCLAIMER AND SIGNATURE	
I certify that my answers are true and complete to the best of my knowledge.	
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.	
Signature	Date