

Position: House Manager

Reports To: Operations Manager

Works With: Volunteer Coordinator, Executive Director, Associate Creative Director, Outreach Manager

Supervises: Volunteers

Hours: Contract, Seasonal, Part-Time

Houston Cinema Arts Society (HCAS) is seeking House Managers for our 13th annual Houston Cinema Arts Festival. House Managers will handle the front of house needs at various partner venues, working collaboratively with the Operations Manager, Outreach Manager, Volunteer Coordinator, and Artistic Leadership team. This is an independent contractor position lasting approximately one week.

About the organization:

Houston Cinema Arts Society (HCAS) has put the nation's fourth largest city on the map among film industry professionals, artists, and film aficionados as a premier showcase for the moving image. The organization celebrates and illuminates the vitality of America's most diverse city with film, mixed media, performance and installation focused exhibition programming, as well as educational and film industry field building focused programming.

HCAS launched its inaugural five-day Film Festival in 2009. In addition to its now-annual Houston Cinema Arts Festival (HCAF) held in November, HCAS presents a variety of initiatives and programs, including a growing schedule of year-round screenings, events, educational and field building programming.

Houston Cinema Arts Festival, Houston's largest film festival, is the centerpiece of HCAS. This multi-venue and virtual festival includes over 50 short and feature-length narrative and documentary films, live performances, music, installations, panel discussions, free programming, student/youth focused programming, and two filmmaker competitions. Since 2009, HCAF has brought such notable guest artists as Guillermo Arriaga, Euzhan Palcy, Tilda Swinton, Shirley MacLaine, Patricio Guzmán and Isabella Rossellini. Other names include Elegance Bratton, Lemohang Jeremiah Mosese, Joyce Chopra, Tracy Letts, John Turturro, Amber Tamblyn, Loira Limbal, Kimberly Rivers-Roberts, Ethan Hawke, Carrie Preston, Clement Mensah, Arthur Jafa, Robert Redford, Chuko and Arie Esiri, Joseph Kahn, James Ivory, Norris Wong, Julie Taymor, Lourdes Portillo, Akosua Adoma Owusu, and Adele Pham. The festival has also hosted Texas talents like Bassam Tariq, Richard Linklater, Channing Godfrey Peoples, Ja'Tovia Gary, Patrick Wang, Gracie Chavez, Ivette Lucas, Trey Edward Shults, Jonathan Caouette, Harrison Guy, Patrick Bresnan, DJ Red, Lisa E. Harris, Stephanie Saint Sanchez, Thomas Haden Church, Jefferson Pinder, Candice D'Meza, Ben DeSoto, and DJ Flash Gordon Parks.

Recent initiatives include presenting the Sundance Satellite programming in association with the 2021 Sundance Film Festival, Black Media Story Summit-Texas in partnership with Black Public Media and Austin Film Society, the short film competition CineSpace in collaboration with NASA, and the regional short film competition Borders | No Borders for residents of Texas, bordering states, and Mexico.

For more information, visit www.cinemahtx.org

House Manager Responsibilities:

- Direct volunteers (e.g., ticket takers, greeters, ushers), patrons, and guest artists in an efficient manner with a positive and gracious attitude.
- Take and record attendance at assigned venues; provide attendance data on a daily basis for all assigned venue screenings.
- Maintain constant communication with Operations Manager, Volunteer Coordinator, Box Office Staff, and Artistic Team to resolve any issues that arise in a smooth and timely manner.
- Work with the Operations Manager and Volunteer Coordinator to ensure that the physical setup and personnel placement at each venue is optimized for safe entry and egress, as well as effective social distancing wherever possible.
- Ensure that chair and microphone setup for any pre-screening speeches or post-screening Q&As are handled efficiently and that the presenter has the information that they need to present.
- Direct Patrons to the posted QR codes for audience surveys; answer any questions patrons have about survey completion.
- As part of our ongoing effort to safely protect our staff and patrons from COVID-19, House Managers may be asked to enforce mask wearing, perform temperature checks on patrons, and distribute screening questionnaires at front of house.
- When stationed inside the house, responsibilities may include: ensuring a safe and quiet environment for patrons viewing our screenings. This may include ensuring that patrons do not bring in food or drink, silence their cell phones, and refrain from photography.

Experience and Qualifications:

- Experience in Customer Service required; experience in House Management is a plus.
- Strong interpersonal skills and confidence in approaching and directing patrons in a polite manner.
- Understanding of technology required for patron check-in, including electronic Ticket Scanners and QR Codes.
- Detail-oriented and able to multitask in a fast paced environment.
- Access to a vehicle preferred.

Considerations regarding COVID-19:

Houston Cinema Arts Society is strongly committed to the health and safety of our patrons, volunteers, and staff. As such, we will be strongly encouraging all House Managers and other Festival Staff to be fully vaccinated against COVID-19 by their first date of employment. Considerations will be made for Festival staff who are unable to receive the vaccine due to other health concerns or religious beliefs. Any Festival Staff may be asked for their Vaccination Status at any time, and unvaccinated staff members will be required to submit to screening questionnaires, temperature checks, and regular testing for COVID-19.

HCAS Commitment to Diversity and Inclusion:

Houston Cinema Arts Society is an Equal Opportunity Employer. We are committed to bridging cultural gaps and creating an environment of inclusion and equity for all. As such, HCAS does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital or familial status, sexual orientation, gender identity, veteran status or any other basis prohibited by local, state, or federal law. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+ individuals, and people with disabilities, veterans, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. Successful candidates will commit to an equitable and inclusive workplace, including but not limited to: racial equity, accessibility for individuals with disabilities, use of gender inclusive language, and cultural sensitivity.