



JOB DESCRIPTION

Position Title

House Manager

Employment Classification

Part-time, temporary, non-exempt

Reporting Relationship

This position reports to Director of Cultural Programs

Working at Grace Cathedral

Grace Cathedral is the cathedral church of the Episcopal Diocese of California. Our vision is a spiritually alive world, and our mission is to reimagine church with courage, joy and wonder.

With a congregation of approximately 700 households, our Sunday services, Evensong and Innovative Ministries offerings and cultural programs are also attended by out-of-town and local visitors, including tourists.

At Grace Cathedral, we celebrate diversity, are committed to anti-racism, and seek applicants who will bring their unique experience to enrich our culture and organization.

Job Summary

House Managers are responsible for the smooth operation of “the house” (front entrance and congregation or audience seating area) during the run of cathedral services and other activities. Working with sextons (custodial team), security, liturgical and other staff and volunteers, House Managers make the house ready for the public, open the cathedral before each event, welcome the public to the cathedral and oversee their safety and well-being before, during and immediately after services and events. They answer questions and listen to attendees' compliments and concerns, and make sure the cathedral is locked and secured following each event. House Managers are also responsible for attendees' adherence to the cathedral's COVID protocols, which currently include contact tracing, distancing and mask requirements, and may include vaccination verification.

The schedule for this position is variable, under 20 hours per week, with shifts primarily on Sundays and evenings, with occasional Saturday shifts.

Primary Duties and Responsibilities

- Verify that the house is clean and presentable for the audience, and all necessary signage, leaflets or programs, and other materials are in place
- Open and close the building
- Orient and train volunteer greeters and ushers to provide excellent service
- With volunteer ushers, greet attendees, check in those with preregistration, collect names and emails from walk-ins
- Ensure that everyone wears a mask when inside the cathedral and follows social distancing and any other public health and safety requirements; may be required to take contact information and require proof of vaccination
- Work with custodial and security staff to ensure cleanliness and safety for all
- Know what steps to take to either evacuate attendees or secure them in place in case of emergency

Requirements

- Alignment with the vision, mission and values of Grace Cathedral
- Must be fully vaccinated against COVID-19 and follow all public health practices required by the Cathedral
- High school diploma or equivalent and demonstrated relevant experience
- Comfortable working in a church, including during religious services; familiarity with Episcopal or other religious services and communities a plus.
- Commitment to excellent customer service
- Able to work cooperatively as a member of a team as well as independently, work tactfully under pressure
- Able to communicate verbally and in writing in English; basic computer skills required to read, comprehend and respond to written instructions, schedules, notifications and emails
- Able to work with a variable work schedule, depending on the season and events on the Cathedral calendar
- Must be able to work weekends, evenings and holidays
- Able to follow and adhere to health and safety policies
- Essential functions of the position require being able to speak, hear, see, use a phone, two-way radio, sit, stand, reach, bend, lift, climb stairs, carry up to 40 pounds as needed, and follow reasonable ergonomic recommendations
- Criminal background clearance required post offer

Application Procedure

- Email résumé AND a letter of interest to Rebecca Nestle, Director of Cultural Programs, at jobs@gracecathedral.org

- Applications accepted until position is filled