

The Syracuse Area Landmark Theatre is as historic theatre and a cultural center of Syracuse, NY and Onondaga County. The Landmark is a workplace that will bring you into contact with world class entertainers and thousands of patrons in one of the most beautiful buildings in Central New York.

Event Manager (Front of House)

Landmark Theatre

Part Time, Hourly

Reporting to the Director of Operations, Event Managers are responsible for the advancing, staffing, execution and recovery from both private and public events:

Advance Work and Pre-booking

- Provide information and pricing to prospective private renters, deliver Landmark's service goals and renter expectations;
- Identify and fulfill front of house needs, company needs, and scheduling including hospitality riders, security calls, event application permits, internal staffing, and other requirements for a successful show;
- Deliver cost estimates and provide billing scheduling and information to the finance department.

Event Management

- Meet the needs of company and tour management from the time of arrival until the time of departure,
- In coordination with housekeeping team, ensure the readiness and ongoing serviceability of the dressing rooms, lobbies and auditorium for events.
- In coordination with the Food and Beverage Coordinator, ensure that concessions are adequately staffed, prepped and stocked;
- Prepare Landmark Member Lounge when required;
- Oversee deployment and placement of house captains and volunteer ushers;
- Coordinate security needs with security contractor and company/tour management;
- Ensure a safe environment for theatre guests, record any incidents, and facilitate a safe and efficient intake and exiting process;
- Verify merchandise sales and commissions with merchandise sellers.

Event Recovery

- Report on any incidents, accidents, challenges, or successes from the evening using standardized event reporting forms;
- Ensure that public and private areas return to “house plot” or to “prepared for next event” as appropriate following conclusion of an event;
- Finalize billing for private events in coordination with the finance department.

Successful candidates will have:

- Customer centered attitude;
- Three or more years of event management experience;
- Flexible schedules;
- Strong communication skills both internally and externally;
- Strong attention to detail and follow through.

A Landmark Event Manager must be able to:

- Stand for long periods of time;
- Climb stairs, multiple times per shift;
- Walk or run for long periods of time;
- Repeat the same movements;
- Use their hands to handle, control, or feel objects, tools, or controls;
- Lift at least 20 pounds unaided.
- Dress according to Landmark event dress code
- Maintain a level of hygiene appropriate to working with the public

“Event Manager” is a hybrid event staffing and office position and therefore is subject to the seasonal Landmark Theatre event schedule. Event managers are responsible for a limited number of office hours per week plus event work as dictated by the schedule. Some rentals may require proof of vaccination against COVID-19 for all employees involved with the event.