

Robsham Theater Arts Center Employee Manual

Updated 1.2.2020

Introduction:

The purpose of this manual is not just to define accountability roles and level of expectations; it is also an educational tool. In addition to ensuring the Robsham Theater Arts Center operation runs smoothly and efficiently, the RTAC professional staff's goals also include the facilitation of learning and formation of our students. The RTAC team is dedicated to providing students with practice-oriented experiences behind the scenes like in the areas of ticketing, venue management, sound engineering, lighting design and AV production.

Each year, the Robsham Theater Arts Center offers a multitude of student employment opportunities for both Theatre Department majors and non-Theatre Department majors alike. In addition to learning the technical expertise involved in theater/event management, the Student Employee Program at the Robsham Theater Arts Center focuses on providing students with experiences that will develop and enhance transferable skills like critical thinking, professionalism/work ethic, written and oral communications and critical thinking/problem solving so that upon graduation, students employed in the Robsham Theater Arts Center are not just talented employees, but exceptional leaders ready to become working professionals, whether it be working in the theater or not.

- This manual is for all employees of the Robsham Theater Arts Center (RTAC). To work for the department, you must read and comprehend this document. At the end of this document, there is agreement stating that you have read and understand the manual that must be signed and filed with your full time RTAC supervisor as part of your authorization to work.
- Each semester you'll be asked to read the manual and sign an agreement stating that you have read and understand the manual. From semester to semester, the manual may be updated, so it is important that it's read at the beginning of each semester.
- If you need an extra copy of this manual, or would like to reread the manual, it is available online on the Robsham website (www.bc.edu/robsham), in the Student Employee Program section.
- You will be held responsible to the responsibilities and expectations of the position you are working. A complete listing of the duties for all positions can be found in the table of contents for those interested in expanding their skills or advancing within the department. If you are working the multiple positions, such as House Manager and Event Technician, you are responsible to follow the rules of both roles.
- All employees need to be familiar with the Robsham Theater Arts Center Performance Issue Procedures listed on the back sections as well. If you have any questions about any of the material in the manual, please ask any full time RTAC employee.

Thank you and we look forward to working with you.

Kier Byrnes, Director, Robsham Theater Arts Center

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Level 1 Employees: Introductory-Level

RTAC Usher

Supervisor: Ellen McDonald

Short Description: Ushers assist the House Manager in overseeing the front of house for events in the RTAC venues, and are responsible for crowd mgmt., ticket scanning, fire safety & hospitality. This job requires flexibility, as most shifts are event-based.

Hours: Shifts are event based and it varies from week to week depending on schedule.

Dress code: Dress shoes, dress pants, T-shirt and an appropriately sized maroon RTAC polo shirt provided to you by the RTAC office for you to wear for the event. Please make sure the shirt is tucked in. Look professional. Lastly, if working an event in the Robsham Theater Arts Center, also please wear an “Usher” pin on your shirt. No jeans, flip-flops or inappropriate footwear (worn out sneakers, Adidas slides). “Dress” sneakers are ok. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

All Ushers staff typically work in this position at least 1-2 academic years and achieve high scores on the RTAC Student Employee Assessment Rubric (located in the back of this document) before you can be considered for promotion to House Manager.

Also, it is STRONGLY ENCOURAGED that Ushers take the Massachusetts “Crowd Management” online course. It takes about 30 minutes and is free. It can be found here:

<http://www.mass.gov/eopss/agencies/dfs/crowd-manager-regulations-and-training-prog-.html>

The Division of Student Affairs at Boston College recognizes 8 essential professional competencies expected of new college graduates. As RTAC works with students who are discerning their paths RTAC is committed to helping them reflect upon, recognize, develop and articulate how these competencies connect to their individual career interests and goals.

BC Competencies that future employers may be looking for associated with this position:

- Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions and overcome problems.
- Teamwork/ Collaboration: Build collaborative relationships with colleagues and customers from a diverse range of backgrounds. Able to work within a team environment and manage conflict.
- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following skills:

- Customer Service
- Time Management skills

- Crowd management and Fire Safety Skills

This is a good position if you are interested in becoming a House Manager.

Responsibilities:

- Check in with the House Manager when you arrive. You are only released to depart from your shift when the House Manager indicates it to you, as there may be additional responsibilities after the event ends and the people have left the venue.
- Maintain a friendly and courteous demeanor with a high level of customer service at all times.
- Be a visible presence in the venue, so in case a patron needs assistance, you are easily spotted and available.
- Make sure entrances/exits are free and clear of hazards. An usher should be stationed outside the oak doors before doors open. Ushers should also monitor the doors so that an accurate house count (# of people in the venue) is recorded. This may involve redirecting patrons attempting to enter the venue, to use the main doors.
- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- If there is any broken/damaged gear, you must report it to the House Manager at the first opportunity.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly.

Before the Event:

- Ushers, as specified by the correspondence with their RTAC Supervisor, typically should arrive 45 minutes before “doors” (aka when the doors open for a show). Come through the main doors and meet backstage in the RTAC Office (Room 131).
- Show up in the proper dress code and find the House Manager to check in upon arrival. If you do have anything that needs to be stored while you work (like a bag or a jacket), please store it behind the front desk or on the coat rack behind the door in the RTAC Office (Room 131).
- When waiting for the doors to open please have one usher stationed outside the oak doors and the other should remain just inside the main entrance’s sound and light lock (by the Box Office door) unless the House Manager tells you otherwise.
- Review the following info with the House Manager:
 - Location of the emergency exits and locations of fire extinguishers
 - Their contact information: In case of an emergency and the venue needs to be evacuated, please contact your House Manager after you are free and clear from the building to check in.
 - Schedule of events (time doors open, time the event starts, if there any strobe lights being used, if there will be an intermission, or a meet and greet/book signing after, etc.)
 - If the event is assigned seating or general admission
 - The House Manager will have information as to what type of “level” of the event is. This (as well if the event was ticketed) will determine whether to use the clickers or the scanners. The House Manager will also explain how to use these items.
 - To see if the event allows photography or patrons to bring in outside food and water. In most cases, both of these are prohibited, however the House Manager will let you know if there are any exceptions to these rules.

- Per Massachusetts State Law, aisles and stairways must be kept clear. Seating in the aisles or stairs is prohibited.
- Before the doors open, check in with the House Manager as he/she will give you an assignment such as doing a sweep of the venue to make sure its clean, scanning in tickets, handing out playbills or monitoring a specific set of doors (such as the door by the sound booth or the doors on the opposite side from the main entrance). When the show is ready to start, be sure that you are in these positions.
- Once the doors are open, if you have been assigned a position, you are to remain at your position, until the House Manager reassigns you to another task, or gives you a break.

During the Event:

- Ushers are responsible for the welfare of the patrons. They must be alert and make the performance enjoyable for the patrons.
- Ushers can enjoy the performance however they need to be alert as to what is going on in the theater. Be on the lookout to make sure ***no audience members are sitting in the aisles/steps (as that is a fire hazard)*** and keep your eye out for any disruptive customers.
- If you encounter a disruptive individual or group, please refer to the policy on “**Instructions on Dealing with a Disruptive Customer (or Group*)**” in the back section of this manual for protocol on how to deal with that situation.
- Ushers should remain at the positions designated by the House Manager. If there is a need to do so, they may be instructed by the House Manager to walk up and down the aisles making their presence known in order to prevent photos/video, to curb excessive chatter, and/or to enforce fire code.
- Ushers should always help patrons find open seats (if general admission) or escort them to their seats, if it’s an event with assigned seating.
- Ushers may be asked to remain by the theater entrance during the performance to assist any latecomers or take any questions.
- Under the House Manager’s direction/supervision, the Ushers help control the lobby and “light lock” lights before the event. While the house lights are down, the “light lock” lights should only be on if there is an emergency.
- No Usher should be making phone calls or texting during the event.
- Ushers should keep talking to a minimum during a performance while inside the theater and should not talk loudly when in the lobby. Under no circumstance should Ushers be sitting on the lobby stairs or on the floor of the lobby. Sitting on a chair in the lobby or “light lock” is acceptable, if it’s for a break that was approved by the House Manager.

During Intermission:

- Make sure that both sets of doors into the theater from the lobby are open. All other doors should be closed.
- Make sure the lobby lights, the lights in the Kresge Room and the lights in the “light lock” are on.
- Be available to direct patrons to restrooms, water fountains and answer any questions.
- Follow other directions from the House Manager (as assigned).

After the Event:

- If there are any meet and greets/book signing activities as part of the event, please assist the House Manager as assigned.
- Under the House Manager's direction/supervision, the Ushers help control the lobby and "light lock" lights. During encores, the last number, curtain calls, etc., the "light lock" lights can be turned on if the house lights go up.
- Once the performance ends both sets of the main doors by the entrance can be opened. An Usher, if available, should be stationed at each set of doors to prop them open when the house lights go up.
- For shows with risk of people trying to get back stage, as many Ushers as possible should be lined up in front of the stage. One or two Ushers should also be stationed at the doors to backstage, to restrict access there. The Ushers are to instruct patrons to exit the house after the performance, and remind them that they are not allowed backstage.
- Once the people have exited the venue, the Usher staff should assist the House Manager in cleaning the venue by going through the aisles and collecting any loose trash/cups to throw out in the trash or recycling, identifying any stains/spills that needed to be treated/reported, etc.
- If there are any facility related emergencies, please alert your House Manager.
- Once the people have exited the venue, one Usher may be asked by the House Manager to stay in the lobby to help people who might have left something in the venue, as patrons should not be allowed back in. The Usher should get the location of their seat, what they left behind and then go retrieve the item for the patron.
- If there are any items left behind by the audience, as the Robsham Lost and Found policy dictates (as stated in the back of this manual), please collect them and bring them to Boston College Police Department located on the ground floor of Maloney Hall. If time is an issue (for instance it is too late at night to deal with it), an exception can be made. In these cases, please drop them off in the white box, by the front desk at the RTAC Office (Room 131) and the items will be brought over the next business day. Please see the Lost and Found Policy in the appendix of this manual for specifics. Please note: BCPD doesn't take water bottles; they can be trashed.
- After all the patrons have left the auditorium and the place is (generally) clean, with the House Manager's supervision, shut off the lights and close the theater doors.
- Return the scanners and Usher name badges to the RTAC Office (Room 131).
- ***The House Manager will release you once they determine that all the work is complete.***

RTAC Event Photographer

Supervisor: Ellen McDonald

Short Description: The Event Photographer will take high-resolution photos of events for Robsham Mgmt. This position may also be called upon to help usher events in the RTAC venues. This job requires flexibility (shifts are event-based) and to own their own camera.

Hours: Shifts are event based and it varies from week to week depending on schedule.

Dress code: Dress shoes, dress pants, T-shirt and an appropriately sized maroon RTAC polo shirt provided to you by the RTAC office for you to wear for the event. Please make sure the shirt is tucked in. Look professional. Lastly, if working an event in the Robsham Theater Arts Center, also please wear an "Usher" pin on your shirt. No jeans, flip-flops or inappropriate footwear (worn out sneakers, Adidas slides). "Dress" sneakers are ok. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

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BC Competencies that future employers may be looking for associated with this position:

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- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

This a good position if you are interested in becoming an Usher or Event Technician.

Responsibilities:

- The Event Photographer will take high resolution photos of specified Robsham events and share these high resolution files electronically (jpg. preferred) with Robsham Mgmt. This photos may be used for things like BC/RTAC social media, promotional material, websites, etc. including art for the Student Affairs Assessment project and RTAC Lobby clings.
- Individuals in this position must provide their own high res camera).
- This position may also be called upon to help usher events in the RTAC venues.

- Check in with the House Manager when you arrive. You are only released to depart from your shift when the House Manager indicates it to you, as there may be additional responsibilities after the event ends and the people have left the venue.
- Maintain a friendly and courteous demeanor while taking photos and interacting; make sure you don't interfere with the audience or the performers.

Before the Event:

- Show up in the proper dress code and check in with the House Manager and Ushers to let them know you have been approved by RTAC Management to shoot the event upon arrival. Your name will be on the EDS (Event Data Sheet) that lists all the RTAC Front of house staff assigned to the event.
- If you do have anything that needs to be stored while you work (like a bag or a jacket), please store it behind the front desk or on the coat rack behind the door in the RTAC Office (Room 131).
- Put on the Press/Photographer Pass stored in the credenza in the Main Stage light lock.

After the Event:

- Return the Press/Photographer Pass stored in the credenza in the Main Stage light lock.
- Assist the House Manager and Ushers as needed. ***The House Manager will release you once they determine that all the work is complete.***
- Share high resolution (hi-res) copies of the media files that you took to RTAC Management.

RTAC Office Assistant

Supervisor: Ellen McDonald

Short Description: This position's duties include assisting with office operations by providing administrative & clerical support to maintain an efficient office environment. This position requires good communication skills and an attention to detail.

Hours: There are regularly weekly scheduled shifts.

Dress Code: Business Casual. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

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- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following skills:

- Customer Service
- Time Management skills
- Marketing
- Creativity
- Graphic Design
- Marketing and Social Media Management
- Other computer programs that may be useful to outside employers such as Microsoft Office, Adobe Creative Suites

This a good position if you are interested in becoming an Usher or Event Technician.

Responsibilities:

- Serve as a contact person in the RTAC Office (Robsham Room 131) for visitors, students and staff.

- Greet customers, answer telephone, and handle customer inquiries appropriately.
- Maintain a superb attitude
- Help with projects when asked
- Scan and file paperwork
- Laminate effectively
- If there is any broken/damaged gear, you must report it to your supervisor at the first opportunity.
- Provide accurate directions to various campus locations and offices.
- Provide accurate information regarding University services, and all RTAC events. Make referrals to appropriate sources when necessary.
- Keep all bulletin boards up-to-date and neat. Remove unapproved/outdated postings. This includes:
 - The bulletin boards located outside the back door to the Robsham Main Stage
 - The bulletin board in Room 131
 - The bulletin board in the hallway outside 131.
 - The glass encased bulletin board located outside in the Robsham Courtyard.
- If articles are turned into the office for lost and found, please bring them over to Boston College Police Department's lost and found, located on the ground floor of Maloney Hall (see the Lost and Found policy for reference). Student ID cards should go directly to Student Services in Lyons Hall.
- Maintain the security and safety of the office; protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the office is kept up properly.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly. If there is down time, it's ok to do non-work related activities, such as homework, with the approval of the RTAC Supervisor.

RTAC Box Office Associate

Supervisor:

Short Description: The Box Office Associate is responsible for the sales of tickets via phone and in person, as well as “will call” procedures, online sales support, general customer service and various administrative tasks.

Hours: There are regularly weekly scheduled shifts, however there are also event based shifts that are added from week to week depending on the RTAC schedule.

Dress Code: Business Casual; during “Night of the Show,” they should wear the RTAC staff shirt and pin. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

This position will be for new Box Office Associates working in Robsham. You must work in this position roughly 2 academic years and achieve high scores on the RTAC Student Employee Assessment Rubric (located in the back of this document) before you can be considered for promotion to Senior Box Office Associate.

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- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following skills:

- Customer Service
- Time Management skills
- Marketing and Social Media Management
- Other computer programs that may be useful to outside employers such as Microsoft Office, Paciolan Ticketing Software

This a good position if you are interested in becoming an Usher, Senior Box Office Manager or a House Manager.

Responsibilities:

- This position, like all Box Office staff, must follow policies and procedures listed in RTAC Box Office Payment Card Industry (PCI) Compliance as documented in the appendix at the end of this employee training manual.
- Each employee will be trained on the job on Paciolan ticketing software by the Box Office Manager.
- Log into Pac7 using their individual login to process ticket sales:
 - For walk up customers: Take the student ID and select the event that they want (and seat they want, if applicable), put in the student ID, verify the information is correct, then let them know how much it is, take payment, print the tickets.
 - For telephone orders: Get the customer information (including name, email, phone number and mailing address information) and create an ID for the customer in the Paciolan system, then process it as if it were a walk up and put the tickets in the “will call” area (the wooden box on the wall opposite the glass wall).
- Assist the Box Office Manager with Cyber Source, an online tool that records the Box Office ticket sale’s credit card transactions to help resolve credit card issues, to identify when the card doesn’t swipe or was swiped multiple times accidentally.
- Serve as a contact person to supply information for visitors, students and staff.
- Greet customers, answer telephone, and handle customer inquiries appropriately.
- Provide accurate directions to various campus locations and offices, and print out maps, if requested.
- Maintain a superb attitude.
- Help with projects when asked.
- Process and file tickets for will call.
- Make sure the Box Office is clean and clutter free, so that it leaves a good impression when “walk-up” customers look in.
- Be responsible to troubleshoot the ticket scanners as needed.
- Monitor the student groups’ Facebook pages that are hosting events to proactively identify any misinformation.
- Make sure the RTAC Lobby is clean and if there are any tables set up by a group, they are in compliance with the RTAC Lobby Furniture Policy as posted in the RTAC Box Office Bulletin Board and the Venue Information Packets.
- If there is any broken/damaged gear, you must report it to your supervisor at the first opportunity.
- Provide accurate information regarding University services, and all RTAC events. Make referrals to appropriate sources when necessary.
- If articles are turned into the office for lost and found, please bring them over to Boston College Police Department’s lost and found, located on the ground floor of Maloney Hall (see the Lost and Found policy for reference). Student ID cards should go directly to Student Services in Lyons Hall.
- Maintain the security and safety of the office; protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the office is kept up properly.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly. If there is down time, it’s ok to do non-work related activities, such as homework, with the approval of the RTAC Supervisor.

RTAC Event Technician

(also known as Technician II in Kronos; though this is a Level 1 position at RTAC)

Supervisor: George Cooke

Short Description: Event Technicians learn and develop skills in stage management, lighting, audio and projection while supporting events in the Robsham venues. This job requires a flexible schedule, as shifts are event-based.

Hours: Shifts are event based and it varies from week to week depending on schedule. Shifts typically have a four hour minimum unless otherwise noted.

Dress Code: Black RTAC polo shirt, black pants, black closed-toe shoes (no flip-flops). RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

This position will be for new techs working in Robsham. You must work in this position roughly 2 academic years and achieve high scores on the RTAC Student Employee Assessment Rubric (located in the back of this document) before you can be considered for promotion to a Senior Technician. Skill development in this position is experiential and “on-the-job” in nature. The purpose of the RTAC Technical Department aligns with the Mission Statements of both the RTAC and the Division of Student Affairs to “facilitate student formation and learning”. As such, our goal is an environment that is respectful, puts our students in a position to be successful, and provides a “curricular,” multi-year approach to developing both Transferrable and Technical Skills.

The Division of Student Affairs at Boston College recognizes 8 essential professional competencies expected of new college graduates. As RTAC works with students who are discerning their paths RTAC is committed to helping them reflect upon, recognize, develop and articulate how these competencies connect to their individual career interests and goals.

BC Competencies that future employers may be looking for associated with this position:

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- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following transferable skills and technical skills:

- Customer Service
- Time Management skills
- Creativity

- Crowd management and Fire Safety Skills---- Also, it is STRONGLY ENCOURAGED that technicians take the Massachusetts “Crowd Management” online course. It takes about 30 minutes and is free. It can be found here:
<http://www.mass.gov/eopss/agencies/dfs/crowd-manager-regulations-and-training-prog-.html>
- Event Planning and Stage Management techniques
- Operation of theatrical grade lighting systems: Setup and focus lighting instruments. Operate ETC ION lighting board.
- Operation of professional grade sound systems: Setup audio inputs such as microphones; direct input (DI) boxes, computers and audio monitors. Operate Yamaha M7CL audio board. Setup and operate Clear-com.
- Operation of video projection and switching systems: Prepare the screen and projector for an event. Operate the seamless switcher.
- General theater skills including operation of the fly rail, stage curtains, taping cables, etc.
- Operate computer programs that may be useful to outside employers such as Microsoft Office, Logic Pro X, Qlab, Keynote

This is a good position if you are interested in becoming a RTAC Senior Technician.

Responsibilities:

- RTAC Event Technicians will work on events in a variety of capacities, each with specific skill sets:
 - Stage Manager
 - Meet with presenting groups and assist them with programming and development of the technical schedule
 - Develop cue lists for lighting, video, and audio
 - Run technical rehearsals and maintain the schedule
 - Work with the House Manager on the start and end of events
 - Call the show and cue the technical elements
 - Light Board Operator
 - Hang and focus lights and be sure to use safety cables in all instances
 - Operate and program Ion Lighting console
 - Operate House Light System
 - Operate Clear-Com System
 - Sound Board Operator
 - Setup and patch all audio inputs: wireless and wired mics, computers, DI's CD's
 - Operate M7CL audio console
 - Setup an audio monitor
 - Operate Clear-Com
 - Program Qlab
 - Video Projectionist
 - Power up and operate the screen and projector
 - Operate the video switcher
 - Operate Clear-Com
 - Program PPT and Qlab
 - Stage Hand
 - Power up and operate wireless mics

- Patch audio inputs and computers from the stage
- Operate the fly rail
- Operate Clear-Com

General Responsibilities:

- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- Turn on the lights (house and stage) and main power for the audio and theatrical lighting systems.
- Use wireless/wired microphones
- Keep all gear secure and return it to its proper location when finished
- Operate the front of house audio console/lighting console
- Report any missing, broken or damaged gear to supervisor
- Secure venue at the conclusion of the event
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly. If there is down time, it's ok to do non-work related activities, such as homework, with the approval of the RTAC Supervisor.

Before the Event:

- Arrive at the designated time indicated by your RTAC supervisor
- Review all AV/Tech notes for the event
- Establish contact with the customer and welcome them into the venue.
- Assist Senior Technicians with setting up the necessary equipment (microphones, monitors, clear-com headsets, backup systems, etc.).
- Assist in the testing of everything you will be using (microphones, video, PowerPoint, etc.) including backup systems.
- Tape down any loose cables that may cause tripping hazards.
- If the Main Stage, lock the door that leads down into the Kresge stairwell so no one can enter the venue from the back. If the Bonn, make sure no patrons are entering into the venue from the back hallway.
- If the Main Stage, assist with standard safety protocol by making sure the aisle lights are on.
- Assist with standard safety protocol by making sure that the Fire Safety Event Announcement is made publicly over the PA system before each event.
- As directed by the Technical Supervisor, lock the entrance to the back hallway and post signs restricting access to the back hallway area (on both the back entrance doors and the lobby doors that lead to the backstage). This must be done for technical rehearsals or early arrivals for groups using this area as part of their backstage space, such as dance groups performing in Robsham's Main Stage.

During the Event:

- Make sure one tech is present in the venue at all times
- If no stage manager is present, make sure one tech is back stage

During Intermission:

- Make sure one tech is present in the venue at all times. The control room door should also remain closed and locked if no one is in there.

After the Event:

- Breakdown and put away all equipment used
- Power down main system and lighting console (if required)
- Work with House Manager to make sure all doors are closed and fire exits are clear
- Double check inventory lists to make sure all equipment has been returned
- Check to make sure all doors are locked and the building is secure
- If supplies (tape, batteries, cables) are low, please alert your RTAC supervisor via email.
- After a technical rehearsal only: Remove and put away any signs restricting access to the back hallway area (check both the back entrance doors and the lobby doors that lead to the backstage).

Level 2 Employees: Advanced

RTAC Senior Technician

Supervisor: George Cooke

Short Description: In addition to providing access & supervising events in the RTAC venues, Senior Techs are responsible for mentoring other students in stage mgmt., lighting, audio & projection. This job requires flexibility, as most shifts are event-based.

Hours: Shifts are event based and it varies from week to week depending on schedule. Shifts typically have a four hour minimum unless otherwise noted.

Dress Code: Black RTAC polo shirt, black pants, black closed-toed shoes. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

The Senior Technician position at the RTAC is for students, usually in their 4th year, who have worked as an RTAC Event Technician for a minimum of 2 years and have demonstrated elevated competencies in event management, lighting, audio, and video projection. The Senior Technician will frequently act as crew chief and monitor and record the crew's hours worked. Additional responsibilities are acting as an on-campus presence for the RTAC in case of emergencies or providing access to the facility.

Skill development in this position is experiential and “on-the-job” in nature. The purpose of the RTAC Technical Department aligns with the Mission Statements of both the RTAC and the Division of Student Affairs to “facilitate student formation and learning.” As such, our goal is a work place that is respectful, puts our employees in a position to be successful, and provides a “curricular”, multi-year approach to developing both Transferrable and Technical Skills

Also, it is STRONGLY ENCOURAGED that Senior Technicians take the Massachusetts “Crowd Management” online course. It takes about 30 minutes and is free. It can be found here:

<http://www.mass.gov/eopss/agencies/dfs/crowd-manager-regulations-and-training-prog-.html>

The Division of Student Affairs at Boston College recognizes 8 essential professional competencies expected of new college graduates. As RTAC works with students who are discerning their paths RTAC is committed to helping them reflect upon, recognize, develop and articulate how these competencies connect to their individual career interests and goals.

BC Competencies that future employers may be looking for associated with this position:

- Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions and overcome problems.
- Teamwork/ Collaboration: Build collaborative relationships with colleagues and customers from a diverse range of backgrounds. Able to work within a team environment and manage conflict.
- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.

- Leadership: Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following transferable skills and technical skills:

- Operations & Logistics Management opportunities
- Creativity
- Supervision opportunities
- Customer Service
- Time Management skills
- Event Planning and Stage Management techniques
- Operation of theatrical grade lighting systems: Setup and focus lighting instruments. Operate ETC ION lighting board.
- Operation of professional grade sound systems: Setup audio inputs such as microphones; direct input (DI) boxes, computers and audio monitors. Operate Yamaha M7CL audio board. Setup and operate Clear-com.
- Operation of video projection and switching systems: Prepare the screen and projector for an event. Operate the seamless switcher.
- General theater skills including operation of the fly rail, stage curtains, taping cables, etc.
- Operate computer programs that may be useful to outside employers such as Microsoft Office, Logic Pro X, Qlab, Keynote

This is a good position if you are interested in becoming paraprofessional staff at the Robsham Theater Arts Center or working in the theater/entertainment/AV/tech industry

Responsibilities:

- RTAC Senior Technicians will work on events in a variety of capacities, each with specific skill sets:
 - Stage Manager
 - Meet with presenting groups and assist them with programming and development of the technical schedule
 - Develop cue lists for lighting, video, and audio
 - Run technical rehearsals and maintain the schedule
 - Work with the House Manager on the start and end of events
 - Call the show and cue the technical elements
 - Light board op
 - Hang and focus lights and be sure to use safety cables in all instances
 - Operate and program Ion Lighting console
 - Operate House Light System
 - Operate Clear-Com System
 - Sound Board Op
 - Setup and patch all audio inputs: wireless and wired mics, computers, DI's CD's
 - Operate M7CL audio console
 - Setup an audio monitor

- Operate Clear-Com
- Program Qlab
- Video Projectionist
 - Power up and operate the screen and projector
 - Operate the video switcher
 - Operate Clear-Com
 - Program PPT and Qlab
- Stage Hand
 - Power up and operate wireless mics
 - Patch audio inputs and computers from the stage
 - Operate the fly rail
 - Operate Clear-Com

General Duties:

- Acting as the on-campus presence for the RTAC in case of emergencies or providing access to the facility.
- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- Turn on the lights (house and stage) and main power for the audio and theatrical lighting systems.
- Use wireless/wired microphones
- Keep all gear secure and return it to its proper location when finished
- Operate the front of house audio console/lighting console
- Report any missing, broken or damaged gear to supervisor
- Secure venue at the conclusion of the event
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly. If there is down time, it's ok to do non-work related activities, such as homework, with the approval of the RTAC Technical Supervisor.

Before the Event:

- Arrive at the designated time indicated by your RTAC supervisor
- If there are any door issues (like the front doors are locked when they shouldn't be), contact BCPD immediately to have them opened. BCPD Emergency Line is 617-552-4444.
- Review all AV/Tech notes for the event
- If the Main Stage, lock the door that leads down into the Kresge stairwell so no one can enter the venue from the back. If the Bonn, make sure no patrons are entering into the venue from the back hallway.
- If the Main Stage, assist with standard safety protocol by making sure the aisle lights are on.
- Assist with standard safety protocol by making sure that the Fire Safety Event Announcement is made publicly over the PA system before each event.
- Establish contact with the customer and welcome them into the venue. Confirm their set up needs with the RTAC supervisor on duty or the customer if no RTAC supervisor is present.
- Establish contact with the Stage Manager and House Manager (if applicable). Once your duties are taken care of, assist them as needed.

- Set up the necessary equipment (microphones, monitors, clear-com headsets, backup systems, etc.)
- Work with the client to prepare a lighting “look” for the show and record all lighting cues or changes.
- Test everything you will be using (microphones, video, PowerPoint, etc.) including backup systems
- Tape down any loose cables that may cause tripping hazards.
- Go over “run of show”.
- Go over all potential back up plans and make sure the client is aware of backup system.
- As directed by the Technical Supervisor, lock the entrance to the back hallway and post signs restricting access to this back hallway area (on both the back entrance doors and the lobby doors that lead to the backstage) for technical rehearsals or early arrivals for groups using this area as part of their backstage space, such as dance groups performing in Robsham’s Main Stage.

During the Event:

- Make sure one tech is present in the venue at all times
- If no stage manager is present, make sure one tech is back stage

During Intermission:

- Make sure one tech is present in the venue at all times. The control room door should also remain shut and locked if no one is in there.

After the Event:

- Breakdown and put away all equipment used
- Power down main system and lighting console (if required)
- Work with House Manager to make sure all doors are closed and fire exits are clear
- Double check inventory lists to make sure all equipment has been returned
- Check to make sure all doors are locked (including the control booth) and the building is secure
- If tape supplies are low, please alert the professional staff via email.

RTAC House Manager

Supervisor: Ellen McDonald

Short Description: In addition to overseeing the front of house for events in the RTAC venues, House Managers supervise and mentor the Ushers in crowd mgmt., ticket scanning, fire safety & hospitality. This job requires flexibility, as most shifts are event-based.

Hours: Shifts are event based and it varies from week to week depending on schedule.

Dress code: Professional Attire: Employees should wear either pants or skirt (no jeans), and a dress shirt and tie. Dresses are also an option. Also an option: Wearing a black RTAC collared shirt. No jeans, flip-flops or inappropriate footwear (worn out sneakers, Adidas slides). "Dress" sneakers are ok. Wear the "House Manager" pin if the event is in the Robsham Theater Arts Center. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

This is a senior position for student employees. As this position is complex and requires crowd management, logistic operations, customer service and supervisory skills, you must have had worked as an Usher for roughly 2 academic years and achieved high scores on the RTAC Student Employee Assessment Rubric (located in the back of this document) before you can be promoted to a House Manager. At the beginning of each academic year, you will need to pass the House Manager exam with a perfect score (you will have access to the RTAC Employee Manual for reference) to be considered for a House Manager position.

Also, it is STRONGLY ENCOURAGED that House Managers take the Massachusetts "Crowd Management" online course. It takes about 30 minutes and is free. It can be found here:

<http://www.mass.gov/eopss/agencies/dfs/crowd-manager-regulations-and-training-prog-.html>

The Division of Student Affairs at Boston College recognizes 8 essential professional competencies expected of new college graduates. As RTAC works with students who are discerning their paths RTAC is committed to helping them reflect upon, recognize, develop and articulate how these competencies connect to their individual career interests and goals.

BC Competencies that future employers may be looking for associated with this position:

- Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions and overcome problems.
- Teamwork/ Collaboration: Build collaborative relationships with colleagues and customers from a diverse range of backgrounds. Able to work within a team environment and manage conflict.
- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Leadership: Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following skills:

- Operations & Logistics Management opportunities
- Supervision opportunities
- Customer Service
- Time Management skills
- Crowd management and Fire Safety Skills
- Event Planning techniques
- Event Production

This is a good position if you are interested in becoming paraprofessional staff at the Robsham Theater Arts Center or working in the theater/entertainment/hospitality/event industry.

House Manager Tools

- House Manager & Usher badges
- Scanners
- Front Of House Operations Manual (located in the top right drawer of the credenza in the light lock in Robsham's Main Entrance)
- Event Data Sheet
- Front of House signage
- 2 Flashlights and a screwdriver (located in the top right drawer of the credenza in the light lock in Robsham's Main Entrance)
- Cleaning supplies, disposable gloves and paper towels (located in the bottom right drawer of the credenza in the light lock in Robsham's Main Entrance)
- Keys from the lock box located just inside the RTAC Main Office. Please consult your RTAC Supervisor for the code to access the lock box; In the lockbox should be a key ring that includes:
 - "House Manager Master Card" that locks/unlocks Robsham Lobby's Main Outside Door
 - C1 Key for front doors of Main Stage/Bonn/Scene Shop/Kresge Closet
 - THA22 Key for both the Bonn and the Robsham Mains Stage's Control Booths
 - Small silver key for the credenza in the light lock in Robsham's Main Entrance, that holds the hard copy of the House Manager Employee Manual as well as the ADA Hearing Assistance Listening Devices

Responsibilities:

Safety & Security

- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- In case of an emergency, calls Boston College Police Department (BCPD) at (617) 552-4444 or alert the Boston College Police detail assigned to the event. If an emergency happens, they also must notify their full time RTAC supervisor once the emergency is addressed.
- If there is any broken/damaged gear, you must report it to your supervisor at the first opportunity.

Hospitality

- Acts as the liaison to the customer during events; greet them and see if they need any help.

- Acts as the liaison with regard to coordinating any volunteers for the group hosting the event (instruct them where to stand, what are their duties, etc.).
- Communicates with costumers and handles any problems that may arise.
- If there is a customer that needs an Assisted Listening Device they are located in the credenza in the light lock by the Main Doors of the Robsham Main Stage. Your keys will allow you access. Follow the **“Assisted Listening Device Procedure”** as listed in this manual. Please make sure the device is on the right frequency and they are returned after the show.

Supervision

- The House Manager will act as crew chief for the Ushers. He/she will be the only person who can release the Ushers at the end of their shift. He/she will also monitor and record the details of the event on the Event Sheet. On the Event Sheet, please always include if any staff are late, as well as the time that the staff are released (so that the RTAC Supervisor is aware of the hours that the staff worked for the event, so payroll can be properly done and that they can address if anyone was late to their shift).
- As part of the supervision of the Usher staff, the House Manager must make sure the Ushers are in the proper dress code, assign them job duties for the event, as well as review their job assignments during and after the show. If the Ushers don't show up in the proper dress code, please send them home to change and make note of it on the Event Sheet, as there may be disciplinary follow up. If a worst case scenario occurs and they can't be sent home due to event/timing issues, use the C1 key to get them a new shirt but please, still make note of it on the Event Sheet.
- If there are any issues with the Usher staff or the event in general, they must report it on the Event Sheet which will be reviewed by their RTAC supervisor.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly.

Procedure

- Responsible for “Opening doors” is a process coordinated with the Tech Staff/Stage Manager, Box Office and performer (or group hosting the event) to make sure the show is ready to begin. Similarly, they are responsible for getting the doors to open as close to on time as possible.
- The House Manager controls the lobby lights and the “light lock” light. Before the show, all lights should be on. During the show, the lobby lights stay on, but the “light lock” lights should be off as soon as the door closes. If there is an emergency (like a fire, fight or health issue), all lights, including house, “light lock” and lobby lights should be turned on.

House Manager Emergency Contact List:

Boston College Police Department Emergency Line: 617-552-4444

In an emergency (i.e.: injury, illness) you **MUST** call Boston College Emergency.

If circumstances ever arise in which BCPD arrives on site, you must **ALSO** immediately notify your Direct Supervisor and the Director of Robsham (Kier Byrnes) of the situation.

RTAC Staff/ Emergency Numbers

1. Ellen: 617-552-4609 (office) 617-244-0500 (cell) ellen.mcdonald.2@bc.edu
2. Kier: 617-552-0918 (office) 617-386-6091 (cell) kier.byrnes@bc.edu

Do not hesitate to call if you need direction or help.

FOR ADDITIONAL INFORMATION, PLEASE REVIEW “THE ROBSHAM THEATER ARTS CENTER EMERGENCY PROTOCOL” LISTED IN THIS MANUAL.

Note: For Housekeeping requests (flooded bathroom, stain removal/trash pickup, etc., call the Work Control Center at 617-552-3048. However, after 4:00pm, instead call the “BCPD Non-emergency line” at **617-552-4440** and make an urgent “Housekeeping Request”.

HOUSE MANAGER DUTIES BEFORE THE EVENT:

- Arrive at the specified time designated by your RTAC supervisor.
- If there are any door issues (like the front doors are locked when they shouldn't be), contact BCPD immediately to have them opened. BCPD Emergency Line is 617-552-4444.
- Pick up House Manager Keys/Swipe Card from the lock box, badges and scanners from RTAC office (Room 131). Re-familiarize yourself with the "Scanners Trouble Shooting Guide" and confirm the scanners are set to the correct venue (per the guide). If there are events occurring both in the Bonn and the Main Stage (either simultaneous, or staggered), please work with the other House Manager to share keys as needed. There is a space in the key box across from Ellen's desk, however, these are only to be used in an emergency (like the original set goes missing).
- Go to the wall mounted file holder next to Ellen McDonald's desk and find the holder marked "EDS Upcoming Events" (House Manager). Take the "Event Data Sheet" for the event you are working and read it as it has your usher attendance chart and any specific instructions pertaining to the event.
- Use the "Front of House Operations Manual", located in the top right drawer of the credenza in the Main Stage light lock, as a check list of items that need to be done 1) duties before the event, 2) duties regarding starting the show, 3) duties during the event, 4) duties during intermission (if applicable), 5) duties after the event, 6) duties for pre-post event receptions. It also contains some helpful policies that are also listed in the employee manual; therefore, it is a good item to carry with you on rounds to help you with your duties as you lead your team of Ushers. It's not required to be carried around, but all the duties and polices listed in the manual ARE required to be followed.
- Make sure temperature in venue is suitable; do this as soon as you get in, as it takes a while to warm up or cool down the spaces. If the temperature is too hot or cold in the venue, call BCPD Non-emergency line, 617-552-4440, and make an urgent "HVAC Request." Similarly, if it's cold outside, you may want to boost the heat in the vestibule connecting the lobby to the main doors to no less than 80 degrees, so that it helps keep the lobby a decent temperature as people enter/exit the building. The thermostat control for the vestibule in the lobby can only be controlled manually (as opposed to by calling BCPD) and is located on the side of the wall in the vestibule (a round knob).
- Lock the "Back Door" (located between The Bonn back door and the Theater Department Offices) with the "House Manager Master Card" from the House Manager keys so that traffic into the Robsham is only through the main doors and the Corcoran entrance (by the Kresge Room).

How to Lock the Back Doors of Robsham

- Go to the back doors. There is a black, rectangular card sensor located to the left of the back doors (from standing outside the building and the Mod Parking Lot is behind you).
- Perform a "Double Tap"; This first "tap" is done by placing the "House Manager Master Card", from the House Manager keys, next to the sensor, then bring it back behind you (so that your body is in between the card and the sensor) and then quickly, do the second tap by returning the card to the sensor again. You will hear the sensor beep twice, once for each "tap."
- Look through the door windows at the crash bar (the long horizontal bar across the center of the door). After the doors have been "double tapped" to be in a locked position, the crash bars will shift out a few centimeters meaning that they are now in the locked position.
- Use the "House Manager Master Card" one more time to get back into Robsham by doing a single "tap". This will pull the crash bars in temporarily (for about 5 seconds), giving you enough time to get in. Then the crash bars will release and the doors will be locked again.
- NOTE: To unlock the doors after an event, just "double tap" the doors again and the crash bar will withdraw back in to the unlocked position. If the event is at night, there is no need to unlock the doors after the event, as they will automatically return to their daily locking/unlocking schedule

- (If the event is on the Robsham Main Stage): Use the C-1 key from the House Manager keys to lock the door at the top of the Kresge Room stairs (which leads into the Robsham Main Stage) is locked. If for some reason, the door needs to be unlocked, please position an Usher at the door or alert the Tech crew, to ensure all traffic into the main stage goes through the main stage doors.
- Assess what Event Signage is needed from the Event Data Sheet and then gather the signage from the RTAC office (located in the folders on right of the top shelf on the Graduate Assistant Desk) and post signage in the designated spots:
 - (If the event is on the Main Stage) Hang “Reserved” Signs on the first 7 seats of Row K, as these can be used as “House Manager” seats. House Manager seats are defined as seats that can be used to help service our patrons: a place temporarily seat latecomers, or a place to sit someone who cant access their seat due to a mobility issues or a place to relocate a customer who is upset about their current seating arrangement.
 - On the “Back Door” please post a “Do Not Enter Performance in Progress”
 - On the doors from RTAC lobby to backstage, please post a “Do Not Enter Performance in Progress”
 - If there are any specialty signs required per the Event Data Sheet or Stage Manager (ex. Strobe Lights in Use During Performance), please make sure they are posted
 - If there are any seats that need to be reserved per the “Event Data Sheet” please mark off with appropriate “Reserved Seating” signage.
 - If the event is in the Bonn Studio, please post two “Reserved for Usher” signs and a “Reserved for House Manager” signs. One “Reserved for Usher” sign and the “Reserved for House Manager” sign should be posted on the seats closest to the main entrance. The other “Reserved for Usher” sign should be by the door to the backstage hallway.
 - Check the stanchion signs in the lobby to ensure they are in their designated spots and aren’t crooked/askew. There are 2 signs: Sign 1 points to the Bonn Theater and Sign 2 is by the Kresge Room and points to the restroom. If the sign is slightly crooked or wobbly, it means the screw is loose. Use the screwdriver from the credenza (top right drawer) in the Main Stage light lock to tighten any loose stanchion signs. This is done by pulling the sign holder straight off the stanchion, then tightening the screw below.
 - Food, drink and backpacks ARE allowed in the venues unless specified. However, if these items are restricted, it will be specified on the Event Data Sheet in “Front of House notes”. If these items are restricted, there are 2 stanchion signs located in the Kresge closet that should be set up by the house manager for the event near the entrance of the venue to remind patrons not to bring in food, drinks or backpacks. The House Manager should also remember to return these signs when the event is done. Like the other stanchion signs, use the screwdriver if necessary to please make sure the tops aren’t wobbly.
- Check the condition of the lobby, restrooms, and Kresge Room. If any of these locations are in need of picking up, please do so. However, if these areas are a mess, call BCPD Non-Emergency line, 617-552-4440, and make an urgent “Housekeeping Request”.
- If there are trashcans that are over flowing (due to a prior event), you should call the BCPD Non-Emergency line or Work Order Center. If they are unable to get there in time and you are concerned about not having space in the trashcans, there are some extra trash and recycling containers in the hallway between the Main Stage and the Scene Shop that can be used. Please just be sure to return them at the end of the event.
- Make sure the lobby lights are on and working. If they aren’t working, call the BCPD Non-emergency line, 617-552-4440, and make an urgent “Lighting/Electrical Request.”

- Check in with the Box Office staff for updates regarding ticketing (for example: are seats general admission? are there reserved seats? how many will call tickets? Is it sold out? Etc.). Discuss if there are any expected Press/Photographers and review Press/Photographer Policy, if so. Record the Box Office contact's name in the EDS.
- Establish contact with the Event Technician and/or Stage Manager (if one was designated) working the event. He/she should be in the tech booth or back stage. Exchange phone numbers in order to be in constant contact with each other and record it in the EDS. Share any important instructions, including—but not limited to:
 - Intermissions
 - Double Event Protocol
 - Review any special requests with regards to handling latecomers, if applicable.
 - Special performance details (ex. performers coming out into the audience, strobe lights)
 - If there is anything they need assistance with.
- Greet the Ushers (and RTAC Event Photographer, if applicable: if one was assigned it will be listed on the EDS sheet)
 - Record Usher attendance on the Event Data Sheet; note if anyone is late or a no show/doesn't show up in the proper dress code. If they leave early, please note that as well. If an usher is late or a no show and you have access to their phone number, feel free to call them and find their whereabouts.
 - Provide Usher name tags to all Ushers (and clickers, if applicable, based on the style of event)
 - Verbally verify that all Ushers have read and signed the employee manual and confirm that they are familiar with the "Usher" portion of the employee manual (if not, please have them reread the pertinent employee manual sections and have them make an appointment with RTAC Management to sign the **Robsham Theater Arts Center Employee Agreement** form located at the end of the manual. Make note of any employee who says he hasn't completed the form on the Event Data Sheet that gets submitted back to the RTAC Office when finished.
 - Review some basic factoids with the Ushers:
 - Location of the bathrooms and water fountains (answer: in the Kresge Room)
 - Children under 2 can get in free with their parent/guardian, but are required to have their own individual ticket/seat regardless if they are sitting on their parents lap.
 - Review locations of the emergency exits and fire extinguishers
 - Re-familiarize yourself and the Ushers with the Robsham Theater Arts Center Emergency Protocol as listed in this manual as updates occur frequently.
 - Typically there is no photography allowed at events in Robsham. Exceptions are the RTAC Event Photographer and any Media/Press allowed in by the Box Office. If there will be exceptions, please review with Usher staff.
 - Let the Ushers know about any media/press rules.
 - Then have the Ushers do a "sweep" of the venue to make sure that it is relatively clean and in good condition. Have them toss out any trash that they may find in the front of house and report any facility issues.
 - Then assign the Ushers specific roles for the event: scanning tickets, handing out programs, showing people to their seats, where to stand during the show/what door to watch. Please reference the "**Usher Duties Assignment Guide**" listed after this section for reference.
- Greet the customer/group hosting the event and see if they need any help. Sometimes a last minute table, tablecloth or easel is needed. We have these in the Kresge Closet if so (just remember to return them when done). Act as the liaison with regard to coordinating any volunteers that the group hosting the event provides (instruct them where to stand, what are their duties, etc.). Please note that

volunteers are typically not substitutes for the RTAC usher staff, however they may serve to compliment the staff we already have assigned.

- If it's a general admission event in the Robsham Main Stage, ask the representative from the group that is hosting the event, if they would like to have the velvet ropes block access to the upper level seating, as to encourage the audience to fill up the sections closer to the stage first.
- If the group hosting the event has provided programs, please confirm that the programs are situated in the light lock before the house opens so they can be given to the designated Usher(s) to hand out.

HOUSE MANAGER DUTIES STARTING THE SHOW:

- All Ushers should be at their posts (see "**Usher Duties Assignment Guide**" for reference). The Ushers assigned to the main doors should begin scanning, handing out programs, and assisting guests to their seats.
- Unless otherwise noted, please open the main doors to the public ½ hour before event "start time" after checking with the Stage Manager (or representative from the group hosting the event), and Event Technicians to make sure the stage is clear and confirm its OK to open doors.
- Give out Assisted Listening Devices as needed. See the "**Assisted Listening Device Procedure**" in the House Manager binder in the credenza for reference.
- The House Manager controls the start time of the show in collaboration with the Stage Manager (or group representative from the group hosting the event if no Stage Manager is present) and the Box Office (if open for the event). It is the House Manager's responsibility to communicate with both areas to ensure a smooth start to the performance/show.
- Check with the Box Office and see if it's OK to start the show. Offer the Box Office staff help with "Will Call" ticket pick up if lines are long and start time is imminent.
- Check with the Stage Manager and see if the performers/presenters are ready and it's OK to start the show.
- If it is near start time and people seem to be mingling in the lobby, walk around and inform them the show will be starting soon. Try to usher them into the theater so you can start on time. Flashing the lobby lights is appropriate.
- Once the audience is inside and seated (for the most part) and the main doors are shut, and the Box Office and Stage Manager have given their "OK", the show can be started.

HOUSE MANAGER DUTIES DURING THE EVENT:

- Scan the tickets of latecomers and seat them at first possible break in show (if allowed by group hosting the event).
- If there are no more tickets available, the show is sold out. Do not let anyone else in.
- If the event is on the Main Stage be sure to move around, and check on every Usher at least twice to make sure they are doing their job and/or need a break. If they need a break, move one of the other Ushers from the light lock/main entrance to relieve them. Sometimes, it is OK to rotate Ushers every 20 minutes or so. This will keep them fresh and attentive. If the event is in the Bonn, just make sure the ushers are at their positions. If the ability to check on them arises without being disruptive, please do so.
- Do not assign yourself a station. Your job is to supervise and manage the Ushers. You will need to be available to float around the venue addressing any problems that arise.
- Make sure temperature in room is suitable; if the temperature is too hot or cold, call BCPD Non-emergency line, 617-552-4440, and make an urgent "HVAC Request."
- Be patient with the guests. We are there to serve THEM.
- Throughout the performance pay attention to the audience to make sure no one is sitting on the stairs or aisles.
- If there is an emergency, call BCPD Emergency 617-552-4444.
- If there's an intermission scheduled/listed in the Event Data Sheet "House Manager" notes, please be aware of when the intermission is and be ready to open the doors and turn on the lights in the light lock.
- Ushers are to be at their stations and remain standing. *Always remember you are there to maintain the security and safety of the venue for its patrons.*
- NO CELL PHONES / Texting during a show. You may however use a cell phone to call the BCPD phone lines or contact the Stage Manager if needed.
- If you encounter a disruptive individual or group, please refer to the policy on "**Instructions on Dealing with a Disruptive Customer (or Group*)**" in the back section of this manual for protocol on how to deal with that situation.

HOUSE MANAGER DUTIES DURING INTERMISSION (if applicable):

- House Manager and 2 Ushers (ideally) should be in the lobby by the doors to the venue, in case patrons have questions or need directions to the restrooms.
- Do not allow anyone backstage during intermission. If a concern, please post an Usher by the doors to backstage in the Lobby.
- Check if there is a line for the bathroom and the doors need to be held longer.
- Flash the lights near the end of intermission to let our patrons know the show is about to resume. The light switches are located by the entrance to the backstage or by the Bonn light lock.
- Close the doors and turn off the light lock lights and Ushers return to their stations
- Coordinate with the Stage Manager to begin the 2nd half of the show.

HOUSE MANAGER DUTIES AFTER THE EVENT:

- Once the performance ends, the main doors can be opened (and the back door of the Robsham Main Stage that leads to the Kresge Room). An Usher should be stationed at these doors to prop them open when the house lights go up. The Ushers stationed at all other doors should keep those closed, unless there is an emergency and direct guests' to the main entrance.
- Collect the Assisted Listening Devices as needed. See the **"Assisted Listening Device Procedure"** in the House Manager binder in the credenza of the Robsham Main Stage light lock.
- For shows with risk of people trying to get backstage, as many Ushers as possible should be reassigned to the front of the stage/backstage entrance from the lobby. The Ushers are to instruct patrons to exit the house after the performance, and remind them they are not allowed backstage.
- After all the patrons have left the venue, close the main entrance to the venue again.
- Then have the Usher staff clean the auditorium by going through the aisles and collecting any loose trash/cups, etc. to throw out in the trash/recycling. There is a broom, dustpan and extra trash bags (if needed) in the Kresge closet. There are plastic gloves located in the lower right hand drawer of the credenza in the Main Stage light lock. If any stains or spills are found, please use the cleaning supplies also found in that drawer to address them. Simply spray the cleaner on the spot and dab it up with a paper towel. If the stain persists, report the issue on the Event Data Sheet and/or to your supervisor via email. Please indicate on the EDS if any of these supplies are missing or need to be restocked.
- Similarly, if there was any food provided in the lobby or Green room/dressing room, please have the Ushers toss any leftover food in the trash after the event OR remind the group hosting the event that they must clean the area before they leave. If there are any issues of groups leaving a mess, please alert your RTAC Supervisor by either emailing them or via noting it on the Event Data Sheet. If there is a large mess, please call in a work order through the BCPD non-emergency line or the Work Order Center (if they are open).
- Once the doors have been closed to the venue, one Usher may be asked by the House Manager to stay in the lobby to help people who may have forgotten something in the venue.
- After all the patrons have left the auditorium and the seating area is (generally) clean, check with the Technical Staff on the status of their Strike. If the Technical Staff will remain in the venue to complete their strike, then the Technical Staff will lock the venue. If not, then the House Manager should turn off the house lights, and close and lock the Main Doors.
- If there are any items left behind by the audience (as the Robsham Lost and Found policy dictates in the back of the employee manual), please collect them and bring them to the Boston College Police Department, which is located on the ground floor of Maloney Hall. If time is an issue (for instance it is too late at night to deal with it), an exception can be made. In these cases, please drop them off in the white box, by the front desk at the RTAC Office (Room 131) and the items will be brought over the next business day. Please see the Lost and Found Policy in the appendix of this manual for specifics. Please note: Water Bottles can be trashed. BCPD does not accept them.
- Save any leftover programs if it's a multi performance run. Otherwise, please recycle all leftover programs at the end of the event.
- Make sure the light lock is kept orderly and clean.
- Collect badges, clickers and scanners (if used) from Ushers and return all items to the RTAC office, room 131.
- Take down all the signs that were posted pre-event (including any reserved seating signs). Please make sure there is no left behind tape residue on the chairs or wall/doors on which they were hung and return them to the appropriate folder located on the top shelf of the RTAC Graduate Assistant's desk in the RTAC Office, Room 131.

- Release the Usher staff.
- Complete the Event Data Sheet with the actual start and end times (end time is defined as not when the performer leaves the stage, but rather when the staff has left the venue) of the event and any information regarding how the event went. Return it to the designated wall mounted file holder by Ellen's desk in the holder marked "EDS Completed Events (House Manager)".
- Lock up
 - Check with Stage Manager/Event Technicians if they or you will lock stage and theater door (if so, use the C1 Key)
 - Unlock the back door by the Bonn, if before 8pm by double tapping the "House Manager Master Card" from the House Manager keys.
 - Return keys to the lock box and return the "Front of House Operations Manual" to the top right drawer of the credenza in the Main Stage light lock (if you used it).
 - Make sure the RTAC office door is closed and is locked.

**OTHER
IMPORTANT
POLICIES &
PROCEDURES
FOR HOUSE
MANAGERS
TO KNOW**

HOUSE MANAGER POLICY #1: If a patron arrives in a wheelchair, or has other mobility issues, how can you help?

1. If it's a ticketed event in the Main Stage, confirm they have a ticket and offer the individual and their companions the designated jump seats in row K that are reserved for House Manager Tickets (Row K, seats 1-7) as an additional option, if they are available.
2. If it's an event in the Main Stage that doesn't require tickets (and is therefore general admission), offer a seat in row K, a.k.a. the jump seats. There are also other spaces designated for patrons with accessibility issues spread throughout the theater: seats J11, J26, L12, L25, S26, S12.
3. If in the event is in the Bonn Studio, there should always a space designated in the bottom row on the floor that can be used for people with wheelchairs or who have difficulty walking. Please offer those spots to the individual and their guest(s).

HOUSE MANAGER POLICY #2: Press & Photographer Policy (PPP)

This is the protocol that should be used anytime a member of the press or a photographer/cameraman from any publication comes to cover an event in the Robsham venue. It involves the House Manager, the RTAC Box Office Staff, and whoever is hosting the event.

For Theatre Department shows:

There is **absolutely no photography allowed during Theatre Department performances**. However, Press and Photographers are invited to attend the final dress rehearsal (the night before the Opening performance of the run) of each Department production. Any member of the Press wishing to attend the final dress **must** coordinate with the Theatre Department Administrator, Julie-Anne Whitney, at whitneju@bc.edu, at least **48-hours in advance** of the rehearsal. There may be exceptions to this policy, in which case the Theatre Department will coordinate with RTAC Management to determine alternative options.

For NON-Theatre Dept. Shows:

If a photographer or member of the press shows up, they will need a ticket to enter; therefore they must contact the RTAC Box Office before they can go in (email: RTActickets@bc.edu). If they are on the groups comp list or have a complimentary ticket already assigned to them waiting for them at will call, they can be issued a press/photo pass and directed to enter the venue with the other patrons. This pass will allow them some access to move throughout the venue taking pictures (if the particular event allows for photos). If the performance is already sold out of tickets and the press/photographer hasn't reserved a ticket in advance, then they will not be allowed in. Typically, we advise that all press/photographers should secure a ticket for non-Theatre Dept. shows at least one week in advance to secure entry to a performance.

If they contacted the RTAC Box Office and found out the event is non-ticketed, they will obviously not require a ticket. However, they should leave the Press/Photographer's name and publication with the RTAC Box Office staff so they can alert the House Manager on duty night of the show, as they will need to speak with them about getting a press pass for the night.

(This above information is also listed in in the Venue Information Packet)

How do the Press/Photographers pick up their press pass?

For ticketed events, Press/Photographers should see the Box Office to get their tickets and press pass.

For non-ticketed events, Press/Photographers should see the House Manager. If the House Manager hasn't been notified of the press/photographer in advance by RTAC or the client, the House Manager **MUST** alert the client hosting the event and get their permission before giving the Press/Photographers a press pass.

What happens if the Photographer/Press agent DOESN'T have a ticket waiting for them (and the show is NOT sold Out; meaning there are available tickets)?

If they do not have a ticket waiting for them and they aren't on the comp list, the House Manager will need to contact a representative from the group hosting the event and get their permission **BEFORE** they let the Press/Photographer into the venue, as some events may not want photos taken. Once permission is given, they are to be issued the "Press/Photo pass" from the credenza. They can always purchase their own ticket (if that is an option) and attend the event as a normal patron, and thus will be subject to the rules of a normal patron (no photography, they must remain in their seat, etc.).

What happens if the Box office is closed and a photographer/press agent shows up (say its an non-ticketed event)?

If there are any press/photographers expected to show up, RTAC Management should note that on the EDS. However, if a photographer or member of the press shows up to a non-ticketed event (or the Box Office is closed) that they DIDNT KNOW WAS COMING, the House Manager will need to contact a representative from the group hosting the event and get their permission BEFORE they issued the "Press/Photo pass" from the credenza to the person and allow them to film/photograph the event, as some events may not want photos taken. They can also enter (if capacity allows) attend the event as a normal patron, and thus will be subject to the rules of a normal patron (no photography, they must remain in their seat, etc.).

Where are the Press/Photo passes?

There will be one pass kept in the RTAC Box Office hanging from the bulletin board and the other will be in the top right hand drawer of the credenza in the Main Stage Light Lock. A third spare will be in the Grad Assistant's Desk by the House Manager name tags.

What if photos aren't allowed during the event?

For non-Theatre Dept. shows, it will be noted on the EDS.

It should be noted that all Theatre Dept. shows do not allow photography.

What happens if the press/photographer doesn't return the pass?

Please note this on the EDS and alert your RTAC supervisor.

What do we do if press (or someone else) wants an audio line out or video feed?

We do not supply a camera feed. We do have an XLR audio line out though. If someone wants this, the House Manager should bring him or her to the RTAC Technical staff, who will assist them (if the inquiring individual has permission from the client hosting the event). If they do not have permission, the House Manager may be responsible to get the clients permission and reseal any customers that may be in the center of row K, as that's where the audio tie line is as well as the best spot to film.

HOUSE MANAGER POLICY #3: Non-Ticketed Events & Computerized Swipe System Support:

While RTAC prefer events to be ticketed (as this is the ideal way to ensure venue capacity restrictions are met), some events may not be ticketed. Even though the event is not ticketed, it's critical to maintain the capacity of the venue. Robsham Main Stage's capacity is 567 seats, so no more than that may be in the audience. Bonn's depends on the event, as seating is customizable (but can be no higher than 121 if it's a "performance" type of event).

Therefore, if the event is unticketed, please use clickers to record the house count (# of people in the venue). You need to have at least two clickers; one to track people coming in; one to track people going out. By doing this, you always have an accurate count of how many people are in the venue. For events using the clicker, there should be people at the main door tracking the number of people who come and go for the duration of the event. Ideally (when staffing allows), there should be people stationed at the other doors in the venue, to direct people to exit/enter the main doors only, as to keep an accurate count. The attendance equals total # of people who came in minus the total people who left; this total should be noted on the Event Data Sheet (EDS) at the end of the event.

Other notes for dealing with unticketed events:

For Main Stage events, once the clickers are at 530, please stop customer flow into the venue and assess, At 560 people, do not allow anyone else in (note: you do have a 7 person wiggle room in case of emergencies). Record the total # on the Event Data Sheet after the event.

Sometimes groups hosting events (like OSI) will choose use a computerized swipe system instead of using tickets. If the group uses this system, RTAC still is responsible to track attendance by monitoring the doors and using a clickers to track how many people entered the venue. Like any other event, once the capacity is met, no one else can enter. **Period.**

In the past groups using the computerized swipe systems have set tables in front of the Box Office and/or just to the side of the Main Entrance. These are illegal locations, and hence, are no longer allowed, as they either impede the Box Office's ability to operate or b) aren't allowed as technically they impede a major egress route. Therefore, to assist the groups who use these swipe systems, we have developed special platforms that mount to the bottom of the railings in the Robsham lobby. These platforms and a "Swipe Support System Box" containing cables, gaff tape and specific instructions as to how to set these up is located in the Kresge Closet.

HOW TO SET UP THREE COMPUTER STATIONS WHEN DOING SWIPE ACCESS TO ROBSHAM

Rationale: OSI has a computerized swipe system, which is great because it allows the office to get metrics on who attends their events. However, setting up a table for the computers in front of the Box Office disrupts the Box Office's ability to operate. Setting up a table in front (or just to the left of the main doors) is illegal and against fire code, as it could impede the egress in case of an emergency. Therefore Robsham has provided a system to manage this process.

1. Get the 4 BLACK wooden platforms for the Computerized Swipes (located in the back right of the Kresge Closet) along with the SWIPE SYSTEM SUPPORT BOX (also located in the back right of the Kresge Closet).
2. If you are looking at the main doors of Robsham, to the left and down along the floor, is an outlet. Plug the yellow 25-foot extension cord in and run the cable toward the railings/stairs that lead up to the entrance.
3. At the first railing, Plug in the first orange splitter into the yellow extension cord. Then plug in one of the black 6-foot cables into one of the outlets of the orange splitter and run the black cable to the next

railing as close to the inside of the stairs as possible. Plug in another orange splitter and then run one last black 6-foot cable to the next railing.

4. Using the roll of gaff tape, tape down all cables so there is no tripping hazards. Try and get the cables to run as tight to the edge of the stairs/wall as possible. If the gaff tape is running low (less than a 1/3rd of the roll left), you MUST report it to RTAC Management ASAP at rtac.operations@bc.edu
5. There should be one extra orange splitter and black cable left in the SWIPE SYSTEM SUPPORT BOX as spares.
6. Set a BLACK wooden platform at the bottom of the stairs on each of the wooden railings. Rest the OSI computers and swipe reader on each platform. We found that the system works better if the computers are faced to the side (see picture on the Swipe Support Box for reference). Please remember to tape down any loose charging cables with gaff tape so they aren't tripping hazards.
7. If there are any missing or malfunctioning supplies, please alert RTAC Management ASAP at rtac.operations@bc.edu. After the event, clean up and return the materials to their places in the Kresge closet.

HOUSE MANAGER POLICY #4: DOUBLE EVENT NIGHT (DEN) PROTOCOL

Double Event Nights (DEN) are defined as times when there are events in the Robsham Main Stage and the Bonn Studio at the same time. As the volume of a crowd entering or leaving the Robsham Main Stage can be quite loud, DEN Protocol has been set in place for House Managers to follow so that events in the Robsham Main Stage don't disrupt the events in the Bonn Studio.

There will be a note in the Event Data Sheet (EDS) for that night's event from if DEN Protocol is to be followed by the House Manager.

Procedure:

- 1. Before the Event:** While exchanging info in their pre-event meeting, the House Manager should alert the tech staff that there are events both in the Bonn and the Main Stage and request that the Event Technician to make a public announcement over the PA when the event ends directing people to exit quietly via either of the theater doors, as there's an event in progress in the neighboring Bonn Studio Theater"
- 2. Intermission (if applicable)**
 - Turn the stanchion sign in the lobby that points to the Bonn Studio so that the "Quiet Please, Event in Progress" sign is facing the crowd (as opposed to the back wall).
 - Station ushers in the lobby by the sign, to keep people away from the general vicinity of the Bonn Studio doors.
- 3. At the End of the Event:** Once the lights come up, open up ALL the including the main doors of the Robsham Main Stage, the door in the back of the theater near the control booth (that leads into the Kresge), as well as the far doors (that lead to the Corcoran Commons back hallway).

HOUSE MANAGER POLICY #5: How to Manage the Lobby: Book Signings, Meet and Greet & Receptions

If you have signed up to work an event that has a book signing or meet and greet in the RTAC Lobby, it is the responsibility of the Ushers and House Manager to also oversee this portion of the event. Due to the limited space in the lobby, there are two basic layouts for doing a Book Signing/Meet and Greet:

SET UP OPTION 1: Book Signing/Meet and Greet BEFORE the event

SET UP OPTION 2: Book Signing/Meet and Greet AFTER the event

RTAC IS responsible for:

- Before it starts, the House Manager should touch base with the client and review the diagram and expectations of the Book Signing/Meet and Greet.
- Before it starts, make sure that any tables are only in RTAC approved positions (this is listed in the House Manager manual) and there are no egresses being blocked in the RTAC Lobby/Kresge Room.
- The House Manager's job is to keep an orderly line and make sure the hallway is passable at all times and no one is standing in or blocking the fire exits.
- Ushers will be used for crowd control and to make sure the line doesn't block the main doors or other egresses. Please see the diagram.
- Make sure all cables (such as extension cords, etc.) are taped down as not to be tripping hazards. An extra roll of gaff tape is available from the techs in the Robsham control rooms.
- On the Event Data Sheet (EDS), the House Manager must also include a report about how the book signing went or if there were any issues. Remember to file the EDS in the right box in the RTAC Office after the event.
- Once there are only 30 people left in line, its OK to dismiss staff from their Book Signing/Meet and Greet positions.

RTAC is NOT responsible for:

- RTAC doesn't supply linens or tables. Clients are aware (via the Venue Information Packet that must agree to in order to use the space) that these items must be requested by the client to Event Mgmt. three weeks in advance.
- RTAC isn't responsible for set up (or operation) of the Bookstore's vending station. It is the clients responsibility to work with the BC Bookstore with regard to supplying and selling of the books (RTAC staff are not there to sell the books).

SET UP OPTION 1: Book Signing/Meet and Greet BEFORE the event

The following is the procedure for a book signing that occurs BEFORE an event in the Robsham Main Stage.

Book Signing/Meet & Greet Option 1 – Before the Event



- Tables for SET UP OPTION 1: The table should be set up between the two white columns on the RTAC lobby upper landing (on the side by the ramp). The bookstore table should be set up at the bottom of that landing for sale of books (if applicable). Please see diagram for reference.
- Patrons wishing to participate in the meet and greet/book signing must line up near the bottom of the landing. The line will then stretch out as needed along the front glass wall along the RTAC lobby, leaving a walkway for people to get through the main doors. After they “meet/and greet” or get their book signed, they will be directed into the venue.

For SET UP OPTION 1: Book Signing/Meet and Greets BEFORE the event, the HOUSE MANAGER should post Ushers at the following spots (in order of priority):

1. Have an Usher at the Main Stage’s main doors to answer any questions as people leave the venue.
2. Have an Usher inside the Main Stage’s main doors to a) distribute programs to the incoming crowd (if applicable), b) to keep an eye on the other doors (so that people are using the main doors only to get into the venue) and c) answer questions about seating.
3. Usher to make sure the crowd isn’t blocking the main “outside” doors to the RTAC patio from the lobby. They will serve as a “traffic light” to help stagger the people as they move through the line.
4. 1 Usher on the line leading up to the table. They need to make sure everyone is kept queued in a line.
5. 1 Usher near the end of the line to cue up patrons participating in the book signing/meet and greet. They also should make sure that fire exits aren’t blocked.

SET UP OPTION 2: Book Signing/Meet and Greet AFTER the event

The following is the procedure for a book signing that occurs **AFTER** an event in the Robsham Main Stage.

Book Signing/Meet & Greet Option 2 – Post Event



- Tables for SET UP OPTION 2: Tables for the book signing after the event can be set up along the wall just before the Kresge Room in the RTAC Lobby or in the Kresge Room itself.
- Additionally, a secondary table for the Bookstore can be set up between the two white columns on the RTAC lobby upper landing (on the side by the ramp), unless another location is pre-approved by RTAC Mgmt. in advance.
- People wishing to participate in the meet and greet/book signing must line up along the brick wall leading into the Kresge Room, leaving a walkway for people to pass through from Robsham to Corcoran. After they “meet/and greet” or get their book signed, they will be directed to leave via the door to Corcoran.

For SET UP OPTION 2: Book Signing/Meet and Greets BEFORE the event, the HOUSE MANAGER should post Ushers at the following spots (in order of priority):

1. Have an Usher at the Main Stage’s main doors to answer any questions as people leave the venue. Once this is done, they should help with the clean up process.
2. 1 Usher by the Kresge Room near the line leading up to the table. They need to make sure everyone is kept queued in a line. Once the line is gone, they should help with the clean up process.
3. 1 Usher along the glass wall to make sure the crowd isn’t blocking the pathway from Robsham to Corcoran and to cue up patrons participating in the book signing/meet and greet. People just passing through must still be able to get by (in either direction). Once the line is gone, they should help with the clean up process.
4. 1 Usher holding the door from Robsham to Corcoran to encourage people to leave the space once they have finished their “Meet and Greet/got their book signed”. Once the line is gone, they should help with the clean up process.
5. 1 Usher to begin the clean up process in the Main Stage

HOUSE MANAGER DUTIES FOR MANAGING THE LOBBY/EVENT RECEPTIONS

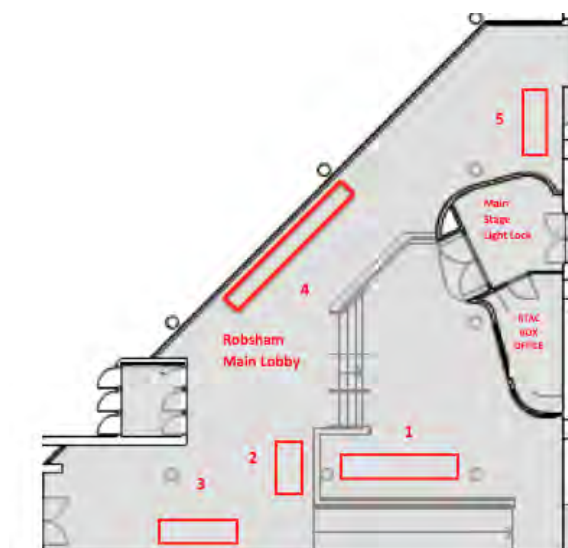
- The House Manager has a responsibility to oversee the RTAC Lobby, as patrons use the lobby as they enter/exit the Robsham Main Stage and the Bonn Studio Theater. If the reception is outdoors on the RTAC Patio, the House Manager has no jurisdiction to this area and does not need to supervise this area. It is handled by the BCPD.

With regards to the RTAC Lobby, The House Manager MUST:

- Not allow furniture to be removed from the RTAC Lobby or Kresge Room unless the client has RTAC Management's permission in writing.
- Note the condition of the lobby, if there are any messes/trash overflow/temperature issues, etc., call BCPD Non-Emergency line, 617-552-4440, and make an urgent "Housekeeping or HVAC Request".
- Keep all egresses clear for fire code. Also, make sure access to the men's and women's bathrooms in the Kresge is not obstructed.
- If the event rented tables for the lobby to be used information tables, registration tables, catering or meet and greets, etc., there are only 6 areas where these tables are allowed to be set up, due to fire egress issues. The event must comply with this policy. If there are any issues, please alert your supervisor immediately. As the safety of the audience is at stake, the House Manager has the authority to have the group to move the tables. There may be instances where RTAC Management will make an exception to this policy; however, it will be communicated in writing to the House Manager in advance.

That being said these are the only approved locations for tables to be placed in the RTAC lobby:

1. On the upper landing, opposite the RTAC Box Office/Doors to the Robsham Main Stage, in the nook above the ramp.
2. At the bottom level, between the stairs and the handicapped ramp
3. Along the wall near the entrance of the Bonn Studio Theater, just to the right of the clock
4. Along the glass window(s) in the front wall of the lobby
5. Along the wall just before the Kresge Room in the RTAC Lobby
6. In the Kresge Room, as long as they don't block any egresses or access to the bathrooms.



- If the reception is after the event, the House Manager must make sure the doors to the Bonn Studio or the Main Stage are locked (in addition their regular duties).

HOUSE MANAGER POLICY #7: Usher Standing Policy

Robsham Main Stage:

When working events held in the Robsham Main Stage, RTAC Management would like the Ushers at far side and back door to be standing. Standing provides a better view of the crowd; crowd safety is our prime responsibility. Additionally, an Usher standing at the door is more visible to the audience, so if there is an emergency were to occur, our front of house staff is more visible/easier to find for patrons in distress. That being said, its up to the House Manager to make rounds and swap the Ushers out who are standing at the doors throughout the event with the ones who are at the main doors, so they stay rested and alert.

Bonn Studio Theater:

The Bonn Studio Theater is a much smaller venue and standing/rotating Ushers is a bit more distracting as the Ushers are that much closer to the stage. Therefore, RTAC Management would like the Ushers to be seated in their designated seats near the doors for events held in this venue. The Ushers and House Manager, even though they are sitting down, must remember it's their responsibility to also be alert and attentive to the needs of the patrons attending the event.

HOUSE MANAGER POLICY #8: Usher Duties Assignment Guide

Front of House Duty Guide - Robsham Main Stage:

On the Robsham Main Stage, there are several types of events that a House Manager may be assigned to. Each event has a unique Usher-staffing pattern for the House Manager to supervise. RTAC management will indicate what type of event it is, so the House Manager can assign the Ushers duties and supervise the event (and the Ushers) properly. The five types of events on the Robsham Main Stage are:

- **Level 0 Events:** These events in Robsham include Scene Shop work on the stage as well as Theater Department's Acting/Directing classes where they are primarily using the stage only. This also includes any Theater Department or Student Group rehearsals. These "events" require no front of house staffing.
- **Level 1 Events:** These are academic-type events held during the weekday where there are minimal crowd control issues expected (defined as non-rowdy crowd, or one that would not reach capacity), and only require 1 House Manager (the back up to the House Manager would be the full time RTAC staff and/or Grad Assistant). In this situation, the House Manager will be stationed near the main entrance to answer patron questions, direct traffic, etc. For this level of event, there is no need to lock the back doors or use the scanners (unless it was ticketed). Instead, please use clickers to record the house count (aka the # of people in the venue). The House Manager should still perform other House Manager duties like checking the Theater/lobby/restrooms to make sure it is ready for patrons to enter.
- **Level 2 Events:** These are academic-type events held during the evening (after 4pm) or on the weekend where there are minimal crowd control issues expected (defined as non-rowdy crowd, or one that would not reach capacity), and only require 1 House Manager and one to two Ushers. In this situation, the House Manager and Usher(s) will be stationed in front of the oak doors at the main entrance, with the House Manager "floating" throughout the venue as needed. For this level of events, there is no need to lock back doors or use the scanners (unless it was ticketed). Instead, please use clickers to record the house count (# of people in the venue). Reminder, once the clickers are at 530, please stop customer flow into the venue and assess, At 560 people, do not allow anyone else in. The House Manager should still perform other House Manager duties like checking the Theater/lobby/restrooms to make sure it is ready for patrons to enter.
- **Level 3 Events:** Plays and theatrical performances require one House Manager and 4 Ushers. Please staff an Usher at the side door, the back door, and two at the front door taking tickets. The Ushers stationed at the side door and back door should be standing. Before doors open please have one usher stationed in front of the oak doors until the stage manager signals the House Manager to open doors. The Ushers at the front door can sit once ticket collecting/managing late arrivals are done, as long as they are not sitting in the house or in anyone's way (blocking egress, etc.; they can be outside the main doors or in the light lock along the side wall). The House Manager should be stationed by the front door primarily but should "float" within the venue periodically to check on all the Ushers. If the Ushers assigned to standing at the back or side door get tired, the House Manager should swap them out with the Ushers at the main doors as needed so everyone is kept well-rested and alert.
- **Level 4 Events:** Larger scale events such as dance shows, cultural shows, celebrity lectures, comedians, anything with a Book Signing/Meet and Greet or events where the crowd may be an issue, require one House Manager and 5 Ushers. The staffing protocol will be the same as level 3 events, with two exceptions:

- Post the extra Usher by the backstage door of the Main Stage (door #112, across from the scene shop), so that no unauthorized individuals can access the venue via this entrance.
- Until the event is completely over, have the Ushers stationed at the back and side doors redirect any patrons that need to leave the venue (to use the restrooms, etc.) to exit through the main doors. The Ushers stationed near the main doors/light lock area will wristband these specific individuals who need to step out if they want re-entry to the venue. This process prevents anyone from reusing tickets to sneak additional people into the venue.
- **Level 5 Events:** Larger scale events such as concerts, or major celebrity appearances, where crowd will be an issue require one House Manager and 5 Ushers. Staffing will be exactly like Level 4 events (with wristbands, etc.) except a third party security staffing agency will also be used to reinforce our staffing/crowd security patterns. In these cases, the House Manager may be required to act as a liaison between RTAC and the external security provider.
- Note: RTAC Full Time Management Staff reserves the right to change staffing patterns at their discretion based on review of the event and will communicate this to the House Manager in advance.

Front of House Duty Guide - The Bonn Studio Theater

- **Level 0 Events:** These events in the Bonn include Scene Shop work on the stage as well as Theater Department's Acting/Directing classes. This also includes any Theater Department or Student Group rehearsals. These "events" require no front of house staffing.
- **Level 1 Events:** These are academic-type events held during the weekday where there are minimal crowd control issues expected (defined as not a rowdy crowd, or one that would reach capacity), and only require 1 House Manager (the back up to the House Manager would be the full time RTAC staff and/or Grad Assistant). In this situation, the House Manager will be stationed near the main entrance to answer patron questions, direct traffic, etc.
- **Level 2 Events:** Events held in the evening (after 4pm) or on weekends like student group/Theater Department's plays/theatrical performances or student group events like cultural shows, poetry slams or cabaret shows. At the beginning of the show, please staff an Usher in front of the red doors until the House Manager has called for doors to open. Then station two Ushers at the front door (one for tickets, one for giving out playbills). The Ushers can sit during the Bonn Studio performances. The House Manager should assist the Ushers as needed.
- Note: RTAC Full Time Management Staff reserves the right to change staffing patterns at their discretion based on review of the event and will communicate this to the House Manager in advance.

Front of House Duty Guide - 300 Hammond Pond Parkway Auditorium:

- **Level 0 Events:** These would be rehearsal/closed departmental events (like a retreat) and would require no front of house staffing.
- **Level 1 Events (300 HPP Auditorium or Multi-Purpose Room):** These are academic-type events, low key symphonic/band events where there are minimal crowd control issues expected (defined as not a rowdy crowd, or one that would reach capacity), and only require 1 House Manager and 1 Usher. In this situation, the House Manager and Usher would direct traffic through the door off the lobby into

the venue (not the double set of doors in the big hallway). Please use clickers to record the house count (# of people in the venue). For the 300HPP Auditorium, once the clickers are at 650, please stop customer flow into the venue and assess. At 750 people in the 300HPP Auditorium, do not allow anyone else in. For the 300HPP Multi-Purpose Room, once the clickers are at 350, please stop customer flow into the venue and assess. At 400 people in the 300HPP Multi-Purpose Room, do not allow anyone else in. The House Manager should still perform other House Manager duties like checking the Theater/lobby/restrooms to make sure it is ready for patrons to enter.

- **Level 3 Events (300 HPP Auditorium):** These are ticketed events that such as a big name speaker or events that aren't ticketed but are expecting a high turnout and possible crowd control issues expected (defined as a rowdy crowd or one that would reach capacity). Staffing would require 1 House Manager and 8 Ushers. In this situation there would be an Ushers assigned to the following areas:
 - 4 Ushers with scanners at the 4 doors off the main hallway
 - 2 Ushers at emergency exits (1 at each emergency access door located to the left and the right of the stage)
 - 1 at the door off the lobby into the venue (not the double set of doors in the big hallway).
 - 1 Usher in the lobby welcoming people into the building and directing patrons to the show, answering people's questions about where the restrooms are, etc.
 - The House Manager would float to address customer concerns and rotate ushers as needed. The House Manager should still perform other House Manager duties like checking the Theater/lobby/restrooms to make sure it is ready for patrons to enter.

Patrons should be ushered into the large hallway to the double doors (auditorium's center aisle) for entrance, as these will be the "Main Doors". Patrons can only exit out the other doors. Once the event has started, the door off the lobby into the venue (not the double set of doors in the big hallway) can potentially be used for entrance as well.

- **Level 3 Events (300HPP Multi Purpose Room):** These are ticketed events that such as a big name speaker or events that aren't ticketed but are expecting a high turnout and possible crowd control issues expected (defined as a rowdy crowd or one that would reach capacity). Staffing would require 1 House Manager and 8 Ushers. In this situation there would be an Ushers assigned to the following areas:
 - 4 Ushers with scanners at the 4 doors off the main hallway
 - 2 Ushers along wall leading towards the emergency exits to the 300 HPP Outdoor Quad (Patio)
 - 1 at the door off the lobby into the venue (not the double set of doors in the big hallway).
 - 1 Usher in the lobby welcoming people into the building and directing patrons to the show, answering people's questions about where the restrooms are, etc.
 - The House Manager would float to address customer concerns and rotate ushers as needed. The House Manager should still perform other House Manager duties like checking the Theater/lobby/restrooms to make sure it is ready for patrons to enter.

Patrons should be ushered into the large hallway to the double doors (auditorium's center aisle) for entrance, as these will be the "Main Doors". Patrons can only exit out the other doors. Once the event has started, the door off the lobby into the venue (not the double set of doors in the big hallway) can potentially be used for entrance as well.

RTAC Senior Box Office Associate

Supervisor:

Short Description: The Senior Box Office Assoc. is responsible for tickets sales (phone & in person), “will call” procedures, online sales support, general customer service & other administrative tasks. Additionally, they help train/supervise all Box Office student staff.

Hours: There are regularly weekly scheduled shifts, however there are also event based shifts that are added from week to week depending on the RTAC schedule.

Dress Code: Business Casual; during “Night of the Show,” they should wear the RTAC staff shirt and pin. RTAC Management reserves the right to interpret and enforce the dress code at their sole discretion to determine if attire is deemed inappropriate.

The Division of Student Affairs at Boston College recognizes 8 essential professional competencies expected of new college graduates. As RTAC works with students who are discerning their paths RTAC is committed to helping them reflect upon, recognize, develop and articulate how these competencies connect to their individual career interests and goals.

BC Competencies that future employers may be looking for associated with this position:

- Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions and overcome problems.
- Teamwork/ Collaboration: Build collaborative relationships with colleagues and customers from a diverse range of backgrounds. Able to work within a team environment and manage conflict.
- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Leadership: Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Other Takeaways from this position: Working in this position you will also develop/enhance the following skills:

- Customer Service
- Time Management skills
- Marketing and Social Media Management
- Other computer programs that may be useful to outside employers such as Microsoft Office, Paciolan Ticketing Software

This a good position if you are interested in working as a ticketing professional in the entertainment or athletics industry, or in industries in the customer service fields.

Requirements:

- As this position is complex and requires a lot of technical skill, you must have worked in the Box Office as a Box Office Associate roughly 2 academic years and achieved high scores on the RTAC Student Employee Assessment Rubric (located in the back of this document) before you can be promoted to a Senior Box Office Associate.

Responsibilities:

- This position, like all Box Office staff, must follow policies and procedures listed in RTAC Box Office Payment Card Industry (PCI) Compliance as documented in the appendix at the end of this employee training manual.
- The Senior Box Office Associate will be trained on the job on Paciolan ticketing software by the Box Office Manager and will assist the Box Office Manager of training new Box Office Associate staff.
- The Senior Box Office Associate may be asked to act as a supervisor for other student Box Office Associate staff. He/she may also be asked to monitor and record the hours worked by the other student Box Office Associates.
- Log into Pac7 using their individual login to process ticket sales (NOTE: Only Pac7 can be used for ticket sales):
 - For walk up customers: Take the student ID and select the event that they want (and seat they want, if applicable), put in the student ID, verify the information is correct, then let them know how much it is, take payment, print the tickets.
 - For telephone orders: Get the customer information (including name, email, phone number and mailing address information) and create an ID for the customer in the Paciolan system, then process it as if it were a walk up and put the tickets in the “will call” area (the wooden box on the wall opposite the glass wall).
- Assist the Box Office Manager with Cyber Source, an online tool that records the Box Office ticket sale’s credit card transactions to help resolve credit card issues, to identify when the card doesn’t swipe or was swiped multiple times accidentally.
- Please make sure that nothing (like flyers or Theatre Dept. marketing materials) is blocking the ADA Assisted Listening Device sign on the ledge in front of the Box Office so that patrons approaching the RTAC Box Office can see that our venues are equipped with this service/technology.
- Serve as a contact person to supply information for visitors, students and staff.
- Access the RTACTickets@bc.edu email and check it regularly while on shift to address any customer concerns that come through the web.
- Greet customers, answer telephone, and handle customer inquiries appropriately.
- Provide accurate directions to various campus locations and offices, and print out maps, if requested.
- Maintain a superb attitude.
- If there are any door issues (like the front doors are locked when there is an event starting soon), contact BCPD immediately to have them opened. BCPD Emergency Line is 617-552-4444.
- Make sure the Box Office is clean and clutter free, so that it leaves a good impression when “walk-up” customers look in.
- Help with special projects when asked.
- Issuing of complimentary children’s passes (when applicable): All patrons, regardless of age, must have a ticket for an event in the Robsham Theater Arts Center. Children under two years of age may enter for free to performances in the RTAC venues with their parent or guardian, however they still require a ticket. If anyone is planning on bringing children under two to a performance, they are instructed to

contact the RTAC Box Office before making their purchase, so that a complimentary children's ticket may be reserved with their seats.

- Process and file tickets for will call.
- Be responsible to troubleshoot the ticket scanners as needed.
- Make sure the RTAC Lobby is clean and if there are any tables set up by a group, they are in compliance with the RTAC Lobby Furniture Policy as posted in the RTAC Box Office Bulletin Board and the Venue Information Packets.
- Monitor the student groups' Facebook pages that are hosting events to proactively identify any misinformation.
- If there is any broken/damaged gear, you must report it to your supervisor at the first opportunity.
- Provide accurate information regarding University services, and all RTAC events. Make referrals to appropriate sources when necessary.
- If articles are turned into the office for lost and found, please bring them over to Boston College Police Department's lost and found, located on the ground floor of Maloney Hall (see the Lost and Found policy for reference). Student ID cards should go directly to Student Services in Lyons Hall. Please note: Water Bottles can be trashed. BCPD does not save those.
- Maintain the security and safety of the office; protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the office is kept up properly.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly. If there is down time, it's ok to do non-work related activities, such as homework, with the approval of the RTAC Supervisor.

Level 3: Para-Professional

Position Title: RTAC Graduate Assistant

Supervisor: Ben Cameron, Associate, Director, Robsham Theater Arts Center (RTAC) in the Division of Student Affairs

Hours per week: 20 hours, requiring night and weekend commitments at times

Position date: Mid-August to mid-December (after finals) and mid-January (once classes start) to mid-May.

Stipend/Compensation: \$10,500/year stipend as well as tuition remission in the amount of 5 courses to be used during the academic year

Dress Code: Business Casual

Objectives of Position:

This position will help in the running of the operations of the Robsham Theater Arts Center as well as a wide range of operational activities supporting RTAC venues and facilities.

The Division of Student Affairs at Boston College recognizes 8 essential professional competencies expected of new college graduates. As RTAC works with students who are discerning their paths RTAC is committed to helping them reflect upon, recognize, develop and articulate how these competencies connect to their individual career interests and goals.

BC Competencies that future employers may be looking for associated with this position:

- Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions and overcome problems.
- Teamwork/ Collaboration: Build collaborative relationships with colleagues and customers from a diverse range of backgrounds. Able to work within a team environment and manage conflict.
- Written and Oral Communication skills: Articulate thoughts and ideas clearly and effectively in written and oral form.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.
- Leadership: Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.
- Global Fluency: Value, respect, learn from and interact respectfully with diverse cultures, races, ages, genders, sexual orientations and religions.

Position Responsibilities:

- Perform routine database entry and maintenance utilizing Enterprise-class EMS Space Management Software.
- Manage Spinetix DIVA digital signage hardware in the Brighton Dance Studios. Duties include posting digital schedules, content submissions, and creative decision making to keep the signage relevant and engaging.

- Publish EMS room schedules to RTAC Google calendars.
- Print and post EMS room schedules to the RTAC facilities as needed.
- Perform routine maintenance of audiovisual equipment and dance floors at the Brighton Dance Studios.
- Perform weekly spot checks across RTAC venues and facilities, making the Associate Director aware of any items requiring the attention of specialized work groups (e.g./ carpentry, lighting).
- Assist the Technical Supervisor as needed with audiovisual operations at the Robsham Theater Arts Center and The Venues at 300 Hammond Pond Parkway.
- Assist with supervision of undergraduate House Managers and Usher employees; acting as a House Manager for evening events when needed
- Lead focus groups as a follow-up to student events. Analyze the results in order to discover areas of improvement and document via the “Lessons Learned” Assessment program.
- Analyze the previous year’s activities through the “Lesson’s Learned” records and project possible adjustments as to how the resources of the RTAC venues / facilities can be more effectively used
- Assist with the maintenance of policy/procedure manuals for RTAC facilities.
- Review and make recommendations to RTAC processes and policies so that the operation is run in a productive, safe and efficient manner.
- Participate in RTAC staff meetings
- Additional duties as assigned
- Perform basic Box Office duties such as selling tickets and providing excellent customer service.
- Assist the RATC Box Office Manager with various projects including (but not limited to) scheduling of student employees, managing digital signage, assisting with the Box Office’s social media and working with student groups to help ensure their events are ticketed properly.
- Assist with supervision of undergraduate Senior Box Office Associate and Box Office Associate employees; stepping in and acting as a Senior Box Office Associate to help facilitate the operations for evening events as needed.

Qualifications:

- Applicants must be enrolled as a graduate student at Boston College
- Applicants must be able to schedule, supervise and work cooperatively with undergraduate students
- Applicants must be able to effectively work on multiple projects at once
- Applicants preferably will have a working knowledge of Microsoft Office applications, Google applications, and both Windows / Mac platforms.
- Applicants preferably would have a working knowledge of Box Office/Venue Management, though not required.

RTAC Lighting/AV Supervisor

The Lighting Supervisor and AV Supervisor positions are available only for candidates with a college degree. They are hired as part time employees by RTAC (or an RTAC/Theater Department Collaboration).

Dress Code:

- Business Casual/Professional or Black RTAC polo shirt, black pants, depending on the event.

Responsibilities

- To assist the RTAC Management with all Technical needs as well as other duties as assigned.
- Report any missing, broken or damaged equipment/inventory discrepancies to a full-time member of the Robsham Theater Arts Center staff.
- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- Act professionally at all times; you are being paid to be there and pay attention to make sure the event goes smoothly. Therefore, be attentive and help address any problems.
- Tape down any loose cables that may cause tripping hazards.
- Help with break down and secure building upon exit
- If tape supplies are low, please alert the professional staff via email.
- Make sure that the backstage remains clean
- Make sure inventory in drawers of the AV cabinets matches inventory lists
- Report any lights out and replace lamps and focus as needed.
- Report any issues immediately with the facility or the inventory to your RTAC Supervisor.
- Cross training assignments in other venues to provide support to other areas as needed/directed by RTAC Management.
- Be trained in Fall Protection and as required, train and supervise student employees with regards to Fall Protection and keep the Fall Protection instruments in good condition, proposing gear be replaced as needed.
- Assist with keeping a log of use of the Fall Protection items.
- Keeping the lighting inventory stocked. Provide proposals to the Director of items required for purchase as needed.
- Make sure the techs and Techs in Training are familiar with/capable of running basic AV and lighting, how to use the backup systems and basic house management skills.
- Make sure batteries and gaff tape are in stock. If there is less than half a box left, alert the Robsham Theater Arts Center professional staff to restock.

Note: Any employee review/performance review issues for this position will be handled separately by RTAC in cooperation with the Theatre Department.

RTAC Master Carpenter and Scenic Painter

A Master Carpenter and Scenic Painter are positions available only for candidates with a college degree. They are hired as part time employees by RTAC (or an RTAC/Theater Department Collaboration). These two positions are supervised exclusively by the Theater Production Manager in the Scene Shop.

Dress Code:

- Scene shop appropriate

Responsibilities

- To assist the RTAC Management with all carpentry needs as required as well as other duties as assigned.
- Report any missing, broken or damaged equipment/inventory discrepancies to a full-time member of the Robsham Theater Arts Center staff.
- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- Act professionally at all times; you are being paid to be there and pay attention to make sure the event goes smoothly. Therefore, be attentive and help address any problems.
- Tape down any loose cables that may cause tripping hazards.
- Help with break down and secure building upon exit
- If tape supplies are low, please alert the professional staff via email.
- Make sure that the backstage remains clean
- Make sure inventory in drawers of the cabinets matches inventory lists
- Report any issues immediately with the facility or the inventory to your Theater Dept. Supervisor.
- Cross training assignments in other venues to provide support to other areas as needed/directed by RTAC Management.
- Train and supervise student employees with regards to Fall Protection and keep the Fall Protection instruments in good condition, proposing gear be replaced as needed.
- Help keep a log of use of the Fall Protection items.

Note: Any employee review/performance review issues for this position will be handled separately by RTAC in cooperation with the Theater Department.

RTAC SUMMER JOB PROGRAM: RTAC Summer Event Associate & RTAC Summer Event Freelance Employee

Number of Positions Available = 2

Employment Dates: (estimated) May 19, 2020 - Aug 25, 2020

Pay Rate: Starting at \$15.00/hour

RTAC Summer Event Associate Short Description: This is the primary student assisting Robsham Mgmt. with front of house and tech support for events during the summer. Also provides some office support. Strong attention to detail, flexible schedule & relevant experience are required.

Hours per Week: Average of 25-30, most of which is event support (though some office hours may be included as well). Work will vary from week to week based on the event schedule. Some nights and weekends required.

Vacations: Vacation time requests will be approved during the hiring process. Any requested vacation time is encouraged to be between the dates of July 23-Aug 18th.

Please note that the employee should be able to work most, if not all, of the event dates listed below.

Estimated 2018 Event Dates (and approximate times):

- May 28 - May 30
- June 3 - Wed June 5
- FYE Session 1: June 9-11
- FYE Session 2: June 16-18
- FYE Session 3: June 23-25
- FYE Session 4: June 30-July2
- FYE Session 5: July14-16
- FYE Session 6: July 21-23
- FYE Session 7: August 18-20

As well as:

June

4 St. Joe's Rehearsal, 10am-12pm

5 Mary Lyon Pilot High 11am-1:30pm

6 St. Joe's Prep Graduation 1pm-930pm

12 Mary Lyon Pilot High 4pm-8pm

13 Boston Green Academy Graduation 2pm-730pm

August:

21 International Student Orientation 9am-1pm

22 – Graduate and Professional Student Orientation (8am-130pm), Residential Life Meetings (4pm-10pm)

23 – Welcome Week: Speak About It 2pm-9pm

24 – Welcome Week: Mosaic & Residential Life Meetings 1pm-10pm

25 – Residential Life Meetings 9am-9pm

***FYE Sessions typically have the following hours (though it could vary):**

- Sundays 6pm - 10pm
- Mondays 8:30am - 9:30pm
- Tuesdays 8:30am - 4pm

RTAC Summer Event Freelance Employee

The pay rate, duties and responsibilities for the RTAC Summer Event Freelance Employee are the same as the RTAC Summer Event Associate; however, no hours are either set or guaranteed for this employee. Like during the Academic year, online sign-up sheets will be sent in advance of those times where supplemental event staff is needed.

RTAC Summer Event Freelance Employee Short description:

Acts as supplemental front of house and tech support for Robsham events during the summer. Attention to detail and relevant experience required. This job also requires a flexible schedule, as shifts are event-based and not consistent.

Qualifications for both positions:

- Must be a current Boston College student (or a recently graduated from BC).
- Should be able to work most, if not all, of the event dates (listed above).
- Previous technical theater and house managing experience preferred, but not required; all technical and venue management training will be provided.
- An open mind and willingness to learn.

The Hiring Process for the RTAC SUMMER JOB PROGRAM:

Candidates interested in applying should email a resume to RTAC.Operations@bc.edu Spring Semester along with a few words stating why they are interested in the job. In the subject line of the email, please list the positions you are interested in ("**RTAC Summer Event Associate**", "**RTAC Summer Event Freelance Employee**" or "**Both Summer RTAC Positions**").

For candidates interested in applying to the RTAC Summer Event Associate position: While we prefer that the candidates are able to work all dates posted in the above job listings, we realize that is not always possible. Therefore, in the body of the same email as their resume, the applicant should specify any dates that they know they cannot attend.

Candidates will hear back from RTAC Management as soon as possible regarding the status of their employment request once their resume (along with any schedule issues) has been submitted and reviewed.

Job Description and Responsibilities for both positions:

Responsibilities:

- The RTAC Summer Event Associate acts as three different positions; a RTAC Event Technician, a RTAC House Manager and a RTAC Office Assistant. A complete list of House Manager, Event Technician and RTAC Office Assistant responsibilities can be found in the RTAC Employee Manual which is available on the Robsham Theater Arts Center website under "Student Employment." A summarized list of the duties of these positions can be found below.
- Provide event support to all Robsham functions, particularly the First Year Experience (FYE) sessions in the Main Stage Theater. Duties include supervised collaboration with the other RTAC Summer Event Associate to fill the role of an Event Technician and House Manager for the event.
- Staff the RTAC Office (131 Robsham) as the RTAC Office Assistant.

- Every Tuesday during FYE weeks, assist with the “Meet and Greet” for students and parents over lunch and explain how incoming students should set up their RTAC Ticketing Accounts. Also distribute RTAC swag.
- Assist and collaborate with Boston College’s Media Technology Services (MTS) periodically, as needed.

Basic Event Technician Responsibilities include:

- RTAC Event Technicians will work on events with the RTAC Technical Supervisor in a variety of capacities, each with specific skill sets: Stage Manager, Light Board Operator, Sound Board Operator, Stage Hand
- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- Turn on the lights and main power for the audio and theatrical lighting systems.
- Use wireless/wired microphones
- Keep all gear secure and return it to its proper location when finished
- Operate the front of house audio console/lighting console
- Report any missing, broken or damaged gear to supervisor
- Secure venue at the conclusion of the event
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly.

Basic House Manager Responsibilities include:

- Maintain the security and safety of the venue for its patrons, performers and staff and protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the venue is kept up properly.
- In case of an emergency, calls Boston College Police Department (BCPD) at (617) 552-4444 or alert the Boston College Police detail assigned to the event. If an emergency happens, they also must notify their full time RTAC supervisor once the emergency is addressed.
- Acts as the liaison to the customer during events; greet them and see if they need any help.
- Communicates with customers and handles any problems that may arise.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly.
- Keep the venues clean which requires disposing of any trash (such as coffee cups, water cups, etc.) left behind in the venue after an event and calling in work orders as needed to keep the venue in good condition.

Basic RTAC Office Assistant Responsibilities:

- Serve as a contact person in the RTAC Office (131 Robsham) for visitors, students and staff.
- Greet customers, answer telephone, and handle customer inquiries
- Keep all bulletin boards up-to-date and neat. Remove unapproved/outdated postings.
- If articles are turned into the office for lost and found, please bring them over to Boston College Police Department’s lost and found, located on the ground floor of Maloney Hall (see the Lost and Found policy for reference). Student ID cards should go directly to Student Services in Lyons Hall.
- Maintain the security and safety of the office; protect the venue as well as the physical resources (technology, equipment, etc.) stored on site so that the office is kept up properly.
- Act professionally at all times; our purpose is to support our events and ensure that they go smoothly.

APPENDICES

APPENDIX A: ROBESHAM THEATER ARTS CENTER EMERGENCY PROTOCOL

All personnel should stay attentive to hazards, guests who may need assistance and unsafe actions. Report anything unusual or suspicious to proper personnel.

BE SURE TO NOTIFY OTHERS IF YOU ARE ALERTED TO AN EMERGENCY!

In Case of an Emergency, contact the Boston College Police Department (BCPD) at 617-552-4444

General Emergencies

- Medical Emergency
- Missing Person
- Fire/Fire Alarm
- Suspicious Package
- Disruptive Patron(s)
- Suspicious Person/Violent Act
- Severe Weather

In the case of an emergency, there are 2 general outcomes:

1. Emergency Evacuation – know exit locations ahead of time, direct and assist visitors to exit in a calm and orderly fashion using the nearest exit, and alert officials to people who may need assistance
2. Shelter in Place – get or stay indoors immediately, shut and lock all doors and windows and keep away from them, stay where you are until informed it is safe to leave, follow instructions of emergency personnel

Reporting Emergencies

If you Need Assistance (Police/Fire/Ambulance) or need to report one of the previously listed emergencies:

- BCPD at 617-552-4444, call 911, or use the Blue Light Call Boxes on Campus. Please note when dialing 911 from a cell phone, the call will go to the state dispatch center, not BC Police which may take more time.
- Stay calm and carefully explain the nature of the problem, the location and if applicable, a description of an offending party (height, weight, build, complexion, hair color, clothing, etc.) to the Dispatcher. HOWEVER, BCPD should be the only ones asking the individual/group causing the problem for additional information such as collecting their ID (or asking if they are a Boston College student).
- DO NOT hang up until told to do so
- Keep calm, and keep others calm until help arrives

Major Emergency

This is defined as instances that could involve bodily harm to staff, patrons or physical harm to Boston College community or its resources

- Your first priority is personal safety
- Once alerted to an emergency, notify BCPD as soon as it is safe to do so
- Before and during an emergency, remember: Plan, Evaluate and Respond

- Plan: Be aware of your surroundings. Identify closest exits and fire extinguisher locations. Think about how you would respond if any of the above emergencies happened.
- Evaluate: Consider the situation and make the best possible decision on a course of action
- Respond: Once you make a decision, commit to that action
- If you hear what sounds like gunshots
 - Do not investigate; determine the best course of action: Can you safely evacuate the building? Is there anywhere you can hide or a room with a door you can lock or barricade (note: avoid bathrooms as there is only one way in/out)
 - Notify BCPD as soon as it is safe to do so
 - If a gunshot sound is part of a play, RTAC Management will notify staff before the event so they can expect it

Responding to a Disruptive Patron or Group

In the event that a patron or group is engaging in a behavior that is or could interfere with the event, venue, performers, staff, or other individuals by being disruptive, disrespectful, or by not adhering to the guidelines and procedures set in the Student Handbook, the House Manager assigned to the event should use the following procedure:

1. Warn the patron or group their behavior is in violation of policy and must stop (a warning to one person is a warning to the entire group)
2. If the patron or group remains in violation, provide them with a second warning. Instruct them if their behavior does not stop, they will be asked to leave
3. If the patron or group remains in violation after the second warning, notify BCPD to send an officer to respond to the disruptive patron(s)
4. Document any problems and submit the incident to your direct supervisor via email
5. **If at any time, a patron or group are unruly, aggressive, and/or potentially dangerous, has a history of disrupting events, or you are concerned for your safety and the safety of others:**
 - Notify BCPD, out of sight of the presence of the incident if possible and be prepared at the door to meet them
 - DO NOT, under any circumstance, engage with, confront or touch the person(s), or attempt to block them from leaving the area

Regarding Patron(s) Appearing to be Drunk or on Dangerous Substances

- If a patron is behaving dangerously due to intoxication or giving other indications that he/she is on illegal substances, alert BCPD. It's typically considered a medical intervention and BCPD will deploy officers who are trained in handling this kind of situation.
- If any of these instances come up, you must let a full time member of Robsham Theater Arts Center know as soon as possible and have them alert the Director.

Technical Emergency

This is defined as a situation such as an AV failure, a power outage, projector failure, microphone or sound system failure or any other non-threatening instance that impacts the event or may impact future events.

- Consult the venue's technical manual to locate and implement the back-up systems for that venue.
- As soon as the situation is under control, alert your direct supervisor as soon as possible. Please call their phone or send a SMS text message. Your supervisor MUST be alerted.

- If you ever feel your safety or the safety of the building or Boston College's resources are threatened, contact BCPD at 617-552-4444, and alert your direct supervisor as soon as the situation is under control.

Police Details & Crowd Control In/Outside the Venue

- "Details" are defined as Boston College Police Officers assigned to an event to oversee the general security and safety of the event.
- BCPD will be in control of any crowd outside of the venue (such as the Robsham courtyard) when a specific detail has been arranged in advance. This is particularly relevant to big events held on the Robsham Main Stage where lines may form outside of the building before the House Manager officially opens doors.
- There may be times where security staff could be contracted by BCPD as a third party to assist with events. The duration of the detail can include anytime from the beginning of set up for an event until the very end of breakdown. BCPD has full ownership of where and when they assign security details. Typically, the detail will be posted in the lobby or back stage.

Disruptive Performers:

- If a performer is acting drunk or giving other indications that he/she is on illegal substances, notify BCPD and your supervisor. A conversation needs to occur with BCPD before the RTAC staff can make the call to stop the event. BCPD will determine if any action is required, such as medical aid to the person in question.
- If a performer is riling up the crowd to do something dangerous (like starting a riot) notify BCPD immediately.
- If any of these instances come up, you must let a full time member of Robsham Theater Arts Center know as soon as possible and have them alert the Director.

Other notes:

- It's OK (and encouraged) to have someone other than BCPD make the first contact with the offender in hopes they can be talked into correcting their behavior. This could be RTAC staff, OSI staff, etc. However, if personal safety is an issue, please do not hesitate to call BCPD at 617-552-4444.
- After the individual has been apprehended by the BCPD, the police will alert Student Affairs or the individual's other disciplinary system, whether it's a local high school or the local authorities. But a reminder, once the police take over, the incident is out of our jurisdiction and is strictly a police matter.
- If the individual causing the problem (or the group causing the problem contains an individual that) works for the Robsham Theater Arts Center, it is considered "unprofessional behavior" and is grounds for immediate automatic dismissal from their job, pending review of the professional full time staff supervisor.

APPENDIX B: Robsham Theater Arts Center Ladder, Tool and Genie Lift Safety Protocol

Use of Ladders.

- Only employees who have been trained in ladder safety by a full time Robsham Theater Arts Center staff may use the ladders.
- Employees must gain approval from their full time Robsham Theater Arts Center supervisor for each instance the ladder gets used.
- The ladders may only be used in Robsham Theater Arts Center venues.
- Do not work alone, especially when working on the lighting grid, in the FOH, or on ladders. You must work with another employee who has been trained in ladder safety or a full time Robsham Theater Arts Center staff member.
- Only one person may be on a ladder at a time.
- Before going up a ladder to the grid or FOH, empty your pockets of all loose change, keys, etc.
- Before each use, make sure the ladder is in good working condition. If not, do not use the ladder and report it to your full time Robsham Theater Arts Center supervisor immediately.
- Do not perform a task you haven't been trained to do (i.e. hanging lights, rigging, etc.) If you don't feel 100% comfortable working on the ladder please let your supervisor know.
- Appropriate footwear (clean, non-slip, rubber soled shoes) must be worn to work on the ladder.
- The ladder must be returned to its storage location after use.

Use of Tools.

- Tools are located in the Scene Shop in the Robsham Theater Arts Center. To use any of the tools you must get permission from a full time Robsham Theater Arts Center staff member.
- If using a tool on a ladder it must have a safety restraint on it to prevent it from falling.
- Never handle or operate tools with wet, oily, or dirty hands.
- Inspect tools for damage and defects before each use.
- You must return in the tool upon completion of your assignment.

Use of a Genie Lift.

- Robsham Theater Arts Center owns a Genie lift. To operate the lift, you have to be trained by a full time Robsham Theater Arts Center staff member and then attain permission from a full time Robsham Theater Arts Center (or from the Theater Dept's appointed full time and/or part time contractor Scene Shop supervisors) for each time you use the Genie lift.
- A full time Robsham Theater Arts Center employee must be present while the lift is in use.
- The lift must have the outriggers installed and in place (as in accordance with manufacturer's requirements) before it can be used.
- Lifts are not to be moved while anyone is occupying the raised basket.
- You must wear fall protection at all times while in the lift

APPENDIX C: RTAC Notice of Nondiscrimination



Like Boston College. The Robsham Theater Arts Center is committed to supporting and embracing diversity and inclusion. Boston College’s official Notice of Nondiscrimination is located in the Equal Employment Opportunity and Affirmative Action section of the Employee Handbook. Here is an excerpt:

Founded by the Society of Jesus in 1863, Boston College is dedicated to intellectual excellence and to its Jesuit, Catholic heritage. Boston College recognizes the essential contribution a diverse community of students, faculty, and staff makes to the advancement of its goals and ideals in an atmosphere of respect for one another and for the University's mission and heritage. Accordingly, Boston College commits itself to maintaining a welcoming environment for all people and extends its welcome in particular to those who may be vulnerable to discrimination on the basis of their race, color, national origin, sex, religion, disability, age, marital or parental status, sexual orientation, military status, or other legally protected status.

Boston College rejects and condemns all forms of harassment, wrongful discrimination and disrespect. It has developed procedures to respond to incidents of harassment whatever the basis or circumstance. Moreover, it is the policy of Boston College, while reserving its lawful rights where appropriate to take actions designed to promote the Jesuit, Catholic principles that sustain its mission and heritage, to comply with all state and federal laws prohibiting discrimination in employment and in its educational programs on the basis of a person’s race, color, national origin, sex, religion, disability, age, marital or parental status, genetic information or family medical history, or military status, and to comply with state law prohibiting discrimination on the basis of a person’s sexual orientation.

A link to the most updated version Boston College’s Official Notice of Nondiscrimination here:
<http://www.bc.edu/offices/hr/resources/handbook/hbk-epolproc.html#eeoaa>

Appendix D: Wellness Reminder

If you are feeling stressed, having challenges managing your time, sleep, or making choices around alcohol and food, the Office of Health Promotion (OHP) offers Individual and Group Health Coaching appointments with a trained Health Coach. Please reach out by going to [OHP website](#) or walk over to Gasson 025 and talk with a staff member. Be Well.

Similarly, if you ever need to talk to someone, the full time staff at the Robsham Theater Arts Center are also hear to help.

Appendix E: How to Check-Out & Check-In our ADA Hearing Assistance Units

The ADA Hearing Assistance devices that service the Bonn and the Robsham are stored in the center doors of the credenza in the light lock of the main entrance to the Robsham Main Stage (across from the Box Office door). The key to the credenza is a small silver key on the “House Manager” key ring.

CHECKING OUT THE ADA HEARING ASSISTANCE LISTENING DEVICE:



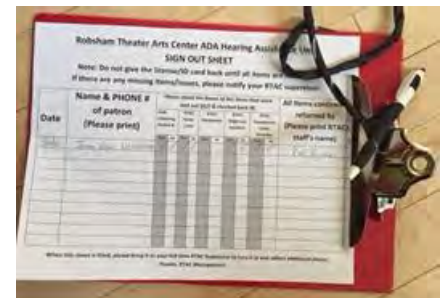
Step 1



Step 2.



Step 3 (two pictures)



- 1) Units 1-12 are tuned for the main stage and are in the tray marked “Main Stage”. Units 13-23 are for the Bonn and are in the tray marked “Bonn.” (Note: There is no unit 24). Find the correct unit and remove it from the charging slot. The unit will automatically turn on and display its ID number. Please be sure to confirm that the battery is charged by visually inspecting the battery icon.
- 2) Patrons have several options for earpieces. This gear is each assigned to its own bin in the credenza.
 - a) **Neck Loop:** If they have hearing aids with TTY switches, they can wear a neck loop.
 - b) **Headphones/Ear buds:** If they have their own headphones or ear buds, they can plug them in and clip the receiver to a pocket or belt loop. RTAC also has headphones the patron can sign out.
 - c) **RTAC provided single-ear earpiece:** Plug this device into the receptacle on the neck loop. Headphones/ear buds can also be plugged in like this as well.
 - d) There are headphone **cable-extenders** in their own designated bin as well, if the patron needs a longer cable.
- 3) Place the patron’s Drivers License/ID in the corresponding card slot on the charging tray. Document the items the patron received in the log on the red clipboard located in the central compartment of the credenza.

CHECKING IN THE ADA HEARING ASSISTANCE LISTENING DEVICE:



Step 1



Step 2



Step 3

- 1) After the event, collect the units handed from the patron and momentarily press the “POWER” button on the top of the unit to get the unit ID#. Remove the corresponding ID card and return the ADA Hearing Assistance unit to the charging tray.
- 2) Please collect the neck loop/headphones and return them to their proper bin. Wipe down the headset with an alcohol wipes located in the center compartment of the credenza. If you use the last wipes or they are out of wipes, please alert your House Manager and/or full time RTAC supervisor.
- 3) In the log in the red clipboard, be sure to mark that the items were returned. Once all items have been returned, please give the ID card/driver’s License to the patron. Be sure to double check that the patron is receiving the correct card.

APPENDIX F: Robsham Theater Arts Center Service Animal Policy

- Service animals are limited to dogs and miniature horses. They are required to be leashed or harnessed in the venue except when performing work where tethering would interfere with the animal's ability to perform.
- While disabled individuals with service animals are not required to carry any documentation of their animal, it is suggested that service animals wear a vest indicating their status.
 - However, RTAC staff can ask: "Is the animal disability related?" and "What work or task has it been trained to perform?"
 - If the service animal is disability related and is trained as a service animal (not therapy or emotional support animal), it is permitted in the venue,
- The venue does not permit access in public spaces by any animals deemed by law to be pets rather than service animals. Pets include but are not limited to therapy animals and emotional support animals.
- The Robsham Theater Arts Center requests that the patron make the RTAC Box Office aware of their service animal at the time of ticket purchase so that appropriate seating is assigned.
- A dog that fundamentally alters an activity (ex. barking in the theater or is not housebroken) will be asked to leave. Similarly, if a person is unable to control their service animal, they may be asked to leave. Any ticket price paid through the RTAC Box Office will be refunded.

Appendix G: How to Operate & Troubleshoot the Ticket Scanners

The ticket scanners are located in the RTAC main office, room 131. There are seven scanners, numbered 79, 80, 81, 91, 92, 93, and 94. They are stored in individual charging docks on the top of the Marketing and Operations Manager's desk.

How to turn on the scanner:

The scanners should always remain on while in the charging docks. If the scanner needs to be turned completely off for any reason, the power button is located at the top-right of the device. To turn a scanner back on after powering off, hold down the power button for a few seconds until the screen comes back.

How to scan a ticket:

Tap on the "Access Management" button from the main screen. Hold the ticket a few inches away from the scanner. Point the top of the scanner at the barcode. Press and hold the button on either the left or right side of the scanner. Focus the red light at the barcode and hold the button until the scanner recognizes and scans the ticket.

Troubleshooting: What to do if the ticket is smudged, printed too light or just won't scan in (Manual Mode):

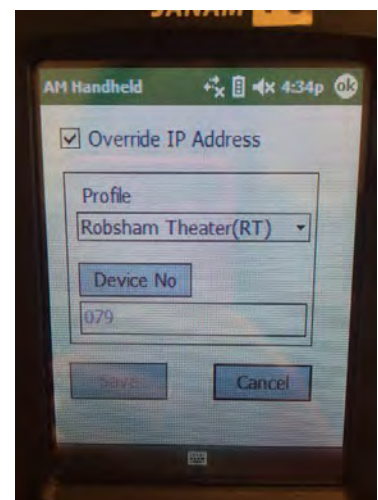
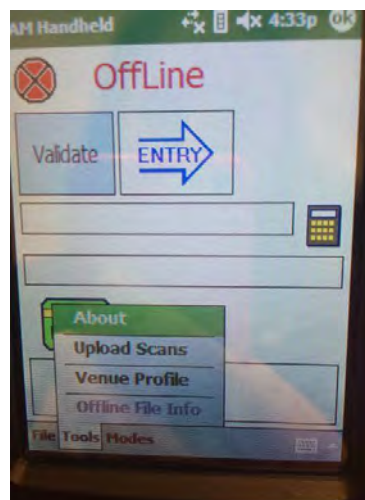
If a ticket is smudge, printed too lightly (and therefore is unable to be read by the scanner) or just not working, each ticket has a special number on it that can be entered manually into the scanner. To do this, go to the "Access Management" screen and press the "Validate" button on the screen. Click inside the text box that says "Enter ticket number." In the bottom left-hand corner of the screen there is a small icon of a keyboard. Press that button to access the keypad of numbers and letters. Manually type in the ticket number found next to the barcode.

How to get a head count of tickets scanned:

The ticket count can only be viewed through the AM Monitor program on the computer. The House Manager does not have access to the ticket count. If a Fire Marshall comes for an audit, let him/her know that we do not ticket over the capacity of the venue (567 people in the Main Stage and 200 in the Bonn Studio).

Other ways to Trouble shooting the scanners

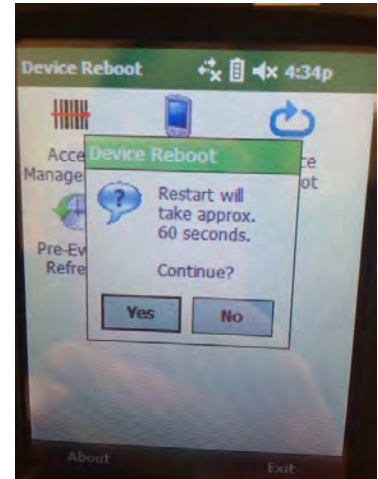
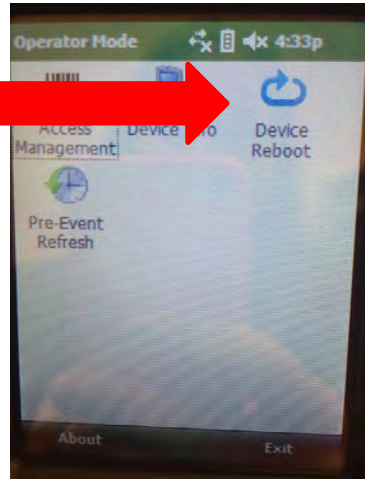
1. Make sure you are holding down the scanning button on the side of the device and allowing the scanner time to focus on the barcode.



2. Confirm you are scanning to the right venue. While in “Access Management”, click on the “Tools” button in the bottom left corner. Then click “Venue Profile”. Check to make sure the scanner is set to the correct venue in the dropdown menu. If the venue is correct, click “Cancel”. If you need to change the venue (ex. from “Robsham Theater” to “Bonn Studio”), click “Save”. You will then need to complete a **Pre-Event Refresh** (see Number 4).

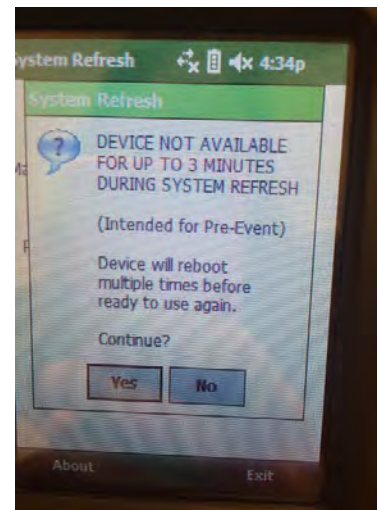
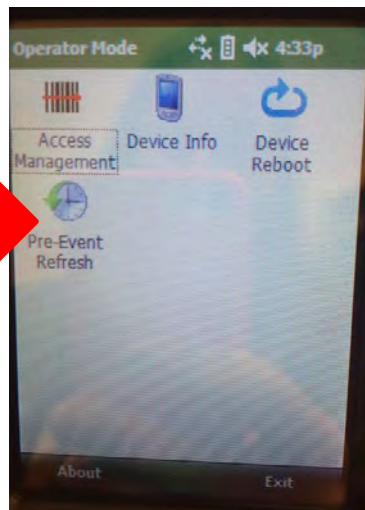
Device Reboot

3. Complete a soft reboot. Exit out of “Access Management” by clicking “OK” in the top right corner. Then click “Device Reboot”. The soft reboot will take about 60 seconds. The scanner should come online and work at this point.



4. Pre-Event Refresh

If the scanner is still having problems, you should complete a hard reboot. Click the “Pre-Event Refresh button”. This reboot will take about 3 minutes.



What should the House Manager do if an Usher encounters an issue with a patron’s ticket?

Check the scanner to make sure it’s working properly then check the ticket to make sure it’s for the right date. If all the problems persist, ask the Box Office for assistance.

APPENDIX H: Robsham Theater Arts Center Lost and Found Policy

With the goal of streamlining the “Lost and Found” service that Boston College provides to its students, and at the same time helping keep the Robsham Theater Arts Center (Robsham Main Stage, Bonn Studio Theater, the Robsham Green Room, Box Office and Lobby as well as the Brighton Dance Studios) clean and in good condition, please bring any items that are either left behind, or not stored properly in a locker, to the Boston College Police Department’s “Lost and Found” which is located on the ground floor of Maloney Hall.

Items turned in to the Boston College Police Department’s “Lost and Found” are only kept until the end of the semester. It’s the responsibility of the owner to report and/or claim lost articles. The Boston College Police Department’s business phone number is 617-552-4440 (their emergency phone number is 617-552-4444). For more info on BCPD’s Lost and Found: <http://www.bc.edu/offices/bcpd/services1/lost.html>

Note:

- If a Boston College Student ID is found, it should be returned to Student Services Lyons Hall (if its open). Otherwise, it can be also turned into BCPD.
- Water Bottles can be trashed. BCPD does not save those.
- Programs left behind after an event will be recycled.

While it’s in the best interest of all who use the Robsham Theater Arts Center venues to keep them clean and in good condition, Robsham Theater Arts Center staff will also make rounds to remove items left behind, as needed. Therefore, please make sure that all your items are either taken with you when you leave the space, or stored away properly in a locker.

If you have any questions regarding this policy or other venue related questions, please email kier.byrnes@bc.edu. Thank you.

Thank you, Robsham Theater Arts Center Management

APPENDIX I: Equipment Policy

- All Boston College resources are to be used in a professional manner.
- Under no circumstances should any of the AV technology, lighting instruments or gear leave the venue.
- There should be no sharing of equipment between venues unless authorized by the Director of Robsham.
- As an employee, you are responsible for the upkeep and security of all Boston College's technical and non-technical resources in the venues.
- Any requests for exceptions to the above policy must be sent to Kier Byrnes, kier.byrnes@bc.edu for review.

APPENDIX J: Getting Hired, Signing up for Shifts & Getting Paid and RTAC Benefits

Getting Hired:

The following details Robsham Theater Arts Center's expectation for the hiring and payroll process.

- You must have a valid I-9 on file with the university to work here. If you do not, your RTAC supervisor will direct you to do this.
- People can email rtac.operations@bc.edu to inquire about job opportunities to any of our positions.
- After you've been hired, as soon as you can, please review the employee manual and sign the employee agreement located at the end of the manual. You should do this before your first shift. This needs to be done for you to be considered an active part of our roster. We require a signed copy kept on record with your RTAC supervisor for each academic year. It can be found online on the Robsham website:
http://www.bc.edu/offices/robsham/Student_Employment_Program/Employee_Manual.html
- Each academic year you will need to reapply and fill out a new employee agreement as the employee manual is frequently updated.

Signing Up for Shifts

- While some of the RTAC jobs are based on regularly scheduled shifts, most of the RTAC jobs are dependent on events. For these jobs, the supervisor for each position will send out work assignments to the group to see who wants to sign up for which event/shift.
- If you need to cancel a regularly scheduled shift, please reach out to your supervisor as soon as you know to alert them. It is up to the supervisor to determine if any warnings are deemed necessary.
- For positions that have work assignments that are event based, it's a bit more complicated. If you sign up for an event/shift, you must make sure that you are available to work the times that you have expressed interest in as well as being available for the whole event/shift.
- If you have been scheduled for an event/shift and for one reason or another, you can't make it for the entire shift you must:
 1. As soon as possible, please send an email to your supervisor(s) letting them know which event/shift you need to cancel on.
 2. If you are an Usher or House Manager, your supervisor will require you find a replacement. In those cases, you must alert your supervisor and CC your replacement alerting your supervisor as to who is taking over your event/shift. If you work as an Event Technician, Senior Technician, Box Office Associate or Senior Box Office Associate, you should still alert your supervisor a.s.a.p. but they will be the ones finding the replacement.
 3. Please make sure that your supervisor acknowledges your email. If it's a last minute cancellation (defined as less than 5 days to the event/shift), a follow up phone call to your supervisor is a good idea if you haven't heard back from them.
 4. If you sign up for a event/shift then A) decide you can't work that event/shift, and B) a suitable replacement/alternative was unable to be found by you (or your supervisor, if a Tech or Box Office position) and then you C) don't show up to your event/shift; then you will be written up.
 5. If you have 3 warnings in your file you will be terminated and we will be unable to give a reference on your behalf.

Getting Paid: Each employee is responsible to enter their hours by Sunday at 12PM into Kronos. This is available through Boston College's Agora Portal.

- **Total Hours You Can Work:** During the academic year, students are allowed to only work twenty hours per a week. This total includes hours worked at Robsham Theater Arts Center, as well as any other campus jobs. However, during semester breaks, students are allowed to work up to 29 hours a week.
- You must enter the exact hours you worked into Kronos. Exceptions to this rule must be reviewed and approved on a case by case basis with the RTAC Director.
- **Multiple Jobs in RTAC:** As higher level positions have more responsibility, they also usually have a higher pay rate. Occasionally, students in these positions will work in other positions within RTAC. For example, sometimes House Managers will be hired to work as Ushers. Or if a Tech works as an Usher. The students working these extra shifts will be work at their higher rate. The exception to this rule is the RTAC Office Assistant position. This is a fixed rate regardless of what other positions you are employed. Please be mindful of this when logging your hours into Kronos and please make sure you are logging in your hours for the correct position.
- **Multiple Jobs on Campus:** If there are any overlapping hours from your RTAC job with another position you hold on campus in Kronos, Human Resources will email your supervisors. If it is determined that you entered in overlapping hours, then a warning could be issued.
- Please also note that payroll weeks run from Sunday-Saturday.
- You will typically receive your pay the following Friday after your week (including direct deposits). However, if a holiday falls on a Friday, they are typically paid the last work day before the holiday.
- Sometimes, there is a delay with pay in the first week of the school year, as it takes time to process each employee into the payroll computer system (Kronos - the “employee time reporting” payroll system accessed via the Agora Portal).
- **Delayed Pay on Holidays:** If the upcoming week contains a holiday, payroll may require an earlier sign off time, which means the hours worked by the student employee must be submitted in advance. Alternatively, if shifts for an event are held after the aforementioned sign off time, paychecks may be delayed one week on account of needing extra processing time.
- **Payment for Cancelled Events:** Staff will be paid for an event if it is cancelled within one week of its scheduled date (maximum 4 hours per event). However, if an event is cancelled due to an act of God, (such as a weather emergency like a blizzard or a hurricane), staff will not be paid for the missed shift. The student employees that signed up for the cancelled event will be given the first priority for any shifts associated with the rescheduled event.
- Please email any payroll questions to rtac.operations@bc.edu.
- Any exceptions to these policies must be approved by the RTAC Director (kier.byrnes@bc.edu) in advance.

Additional Benefits: There are additional benefits to being part of the RTAC Team. This includes complimentary tickets to Theatre Department plays. To inquire about complimentary tickets, please see the Box Office Manager, for specific rules/policies.

Another benefit for working at RTAC is taking part in VPSA’s Eagle Path Employee Development program. This program helps give RTAC employees resources and training to make them more competitive in the work place for whatever field they enter after college, regardless of the industry. Eagle Path, in coordination with BC’s Career Center, focuses on the National Association of Colleges and Employers (NACE) eight essential professional competencies expected of new college graduates. As an Eagle Path participant, you will be instructed on how to reflect upon, recognize, develop, and articulate how you are developing these competencies, through both RTAC employment as well as other experiences on and off campus.

Student employees with additional questions on benefits beyond what is listed above, should consult Office of Student Services: <https://www.bc.edu/content/bc-web/offices/student-services/student-employment.html>

APPENDIX K: Robsham Theater Arts Center Student Employment Confidentiality Statement

As a student employee of the Robsham Theater Arts Center at Boston College, whose position and/or responsibilities require interaction with any or all of the University's Information Systems, I understand that I may be provided direct voice and/or data systems access. In the interest of maintaining the integrity of these systems and of regulating the use of University resources:

- I will maintain the confidentiality of my Password and Personal Identification Number (PIN) for all systems to which I have access, and I will not use anyone else's PIN.
- I will maintain, in strictest confidence, the data, printed documents and any information such as calendar information, mail, phone calls, and conversation to which I have access. The information viewed or heard will not be shared or disseminated in any manner with any individual or group who are unauthorized to view or know such data.
- I will use my access to the University's data and voice systems for the sole purpose of conducting official business of the University. I understand that the use of these systems or sharing information obtained from the office for personal purposes is prohibited.

I understand that any abuse of my access to the University's systems and their data, illegal use or copying of software, and any misuse of the equipment will result in loss of employment and may result in disciplinary action, loss of access to the University's systems, and possible sanctions up to and including dismissal from the University.

APPENDIX L: RTAC Box Office Payment Card Industry (PCI) Compliance

Positions that spend time working in the RTAC Box Office (including but not limited to professional RTAC staff such as the RTAC Box Office Manager, as well as RTAC student employees such as the RTAC Graduate Assistant, RTAC Box Office Associates, Senior Box Office Associate) have operational roles that processes credit card transactions in the normal course of business. With this role comes with the responsibility of safeguarding credit card data by following the below RTAC Box Office policies. Therefore, each year, all individuals who work in the RTAC Box Office must:

- View the Boston College credit card training video (as well as any other trainings issued by the RTAC Box Office Manager and/or BCIT's Data Security team) as part of their annual PCI Compliance training: https://www.youtube.com/watch?feature=player_embedded&v=R8dQo-hrIR4
- Make all ticket sales exclusively using PAC7 (PAC PLATFORM).
- Must never share ticketing log in Information – even with co-workers!
- Credit cards must be swiped/keyed in using the Bluefin card readers located on the counters by the Point of Sale computers.
- Never take a customer's card out of his/her sight to process a transaction.
- Never divulge or share customer account information.
- Never record and/or transmit card-holder information without the express permission of their manager. Credit card information should NEVER be written down.
- NOT accept handwritten card numbers. The credit card must be present for window sales.
- The credit card owner MUST also be present at the window if their card is being used. CHECK NAMES ON ID'S, LICENSES, ETC. TO VERIFY THAT THE CREDIT CARD IS BEING USED BY THE OWNER.
- Credit/Debit cards shouldn't be swiped more than 2 times in a row, as the customer's bank will put a "hold" on that amount.
- The computers at the counter of the RTAC Box Office are for Point of Sale only (POS) and are for selling only. RTAC email and Google Drive comp lists may be called up on the computer. Surfing the web, however, isn't permitted.
- Be aware of any physical changes to the computers or card-capture devices and will report any noticed changes immediately to their manager.
- The Box Office is kept locked and secured at all times. Only authorized personnel are permitted in the Box Office.
- Verify the identity of any third party claiming to be repair or maintenance personnel and confirm with their manager before giving him/her access to card capture devices.
- Will not allow installation, replacement, or return to service of any credit card device without above verification of identity.
- Will be aware of suspicious behavior around devices (for example, attempts by unknown persons to unplug or open devices), and will report suspicious behavior and indications of device tampering or substitution to appropriate personnel (for example, to a manager or Auxiliary Systems Support).
- By signing the "Robsham Theater Arts Center Employee Agreement" located in Appendix N of the RTAC Employee Manual, indicates that you have read these materials, acknowledge the training on these policies/procedures, and understand the terms listed in this manual. These records are to be kept on file for 3 years by the RTAC Box Office Manager. If you have any questions, please address them with your supervisor.

APPENDIX M: Robsham Theater Arts Center Performance Issue Procedures

Robsham Theater Arts Center (RTAC) Employee “Three Strikes” Policy

The following policy describes the methods Robsham Theater Arts Center Supervisors use to handle employee performance issues within the department. If you violate any of the policies or have a performance rating that is deemed “unacceptable” (please see the “Robsham Theater Arts Center Employee Assessment Rubric” listed in the Employee Manual Appendix), the management of the Robsham Theater Arts Center will give you a strike notice. This letter will be added to your employment file. The strike will be kept on file throughout the employee’s academic career at Boston College.

The following violations will constitute one (1) strike for a student employee:

1. Achieving an “unacceptable” rating on the Robsham Theater Arts Center Employee Assessment.
2. Failure to sign in/out upon arriving or leaving from work without the following the appropriate sign in/out protocol.
3. Arriving late for a scheduled shift without prior written notification to the RTAC Management.
4. Frequent Tardiness.
5. Inappropriate Dress/failure to dress appropriately for the job (i.e. wear staff shirt/pin/appropriate clothes).
6. Failure to follow a Robsham Theater Arts Center policy.
7. Use of Robsham Theater Arts Center’s equipment for personal use (i.e., telephone, computer, etc.)
8. Allowing a non-Robsham Theater Arts Center employee or non-University staff member to enter a Robsham Theater Arts Center restricted zone without permission from management.
9. Failure to follow established customer service guidelines.

The following violations will constitute two (2) strikes for a student employee:

1. Achieving a reoccurring “unacceptable” rating on the Robsham Theater Arts Center Employee Assessment.
2. Claiming pay for hours that the employee did not work.
3. Insubordination – Failure to follow the directions of one’s supervisor, or other full-time members of RTAC management.
4. Missing a shift without prior notification and approval from a senior member of the Robsham Theater Arts Center staff.
5. Any repeat violation of a policy or procedure (including those listed above) for which the employee has already received one strike.

The following policy violations will result in three (3) strikes and dismissal from employment at Robsham Theater Arts Center:

- Fighting/Physical Threats/Sexual Harassment; which will automatically trigger a report of the incident to the Dean of Students for judicial/Code of Conduct review.
- Unprofessional Behavior (swearing, fraternizing with customers, favoritism towards certain customers, using online media representation (Twitter/Facebook/email, etc.) that depicts co-workers, the department or the University in a unprofessional/unfavorable way, etc.), which may trigger a report of the incident to the Dean of Students for judicial/Code of Conduct review.
- Theft or aiding in theft; which will automatically trigger a report of the incident to the Dean of Students for judicial/Code of Conduct review.
- Entry into Robsham Theater Arts Center venues outside of “normal” business hours.

- Two absences without prior notification and approval from a senior member of the Robsham Theater Arts Center staff.
- Any repeat violation of a policy or procedure (including all those listed above) for which the employee has already received two strikes.
- Should an employee receive three strikes during one academic semester, a senior member of the Robsham Theater Arts Center staff will distribute a dismissal notice in writing. At that time he/she will decide whether to refer the employee to the Dean of Students for review of the incident(s).
If an employee is terminated, s/he may appeal following the guidelines in the Appeal Procedures for Student Employee Job Actions for the Robsham Theater Arts Center (please see the next section in this manual for details on the Appeal Procedures for Performance Related Actions for Student Employees).

APPENDIX N: Appeal Procedures for Performance Related Actions for Student Employees

These informal and formal review procedures are established for student employees employed by the Robsham Theater Arts Center at Boston College.

The flexibility of informal discussions often results in solutions to employment problems more easily and quickly than do formal procedures. An employee who has a concern about their employment conditions or status should first discuss it with his or her supervisor. Depending of the nature of the concern, discussions with the person at the next supervisory level may be helpful in clarifying the issues the employee wishes to discuss with his or her supervisor.

Formal Appeal of Job Actions including Probation, Suspension, and Termination

The following formal review procedures have been established for specific kinds of employment problems, which remain unresolved after the informal review described above has occurred.

An employee who believes that he or she has been wrongly discharged or disciplined in connection with his or her employment may utilize these formal procedures.

An appeal must be submitted via email to the Director, Robsham Theater Arts Center, kier.byrnes@bc.edu, within five (5) days after receipt of disciplinary letter from supervisor.

An appeal will be granted only if the employee provides evidence that either (a) an error in process has occurred that influenced the supervisor's decision; (b) an error in fact occurred that influenced the supervisor's decision; or (c) both occurred.

Step 1: In response to the written appeal, the Director in consultation with his or her supervisor shall meet with the employee and investigate the matter. Within five (5) working days, the Director will write a response and deliver it to the employee.

Step 2: If the employee is not satisfied with the result of the Step 1 review, he or she may request in writing to Dean of Students (located 4th Floor of Maloney Hall) that he or she review the grievance. This written request must be submitted to the Dean within five (5) working days of the employee's receipt of the Director's response. Upon receipt of the employee's request, the Dean of Students research the issue as well as possibly meet with the employee, then draft a response and deliver the decision to the employee. This serves as the Department's final decision on the incident, and whatever actions deemed necessary will be implemented.

If the employee fails to act within the time limits set forth herein, the employee's appeal shall be deemed settled in a manner consistent with the recommendation written at the end of the last completed step. In some cases, additional time may also be required by the Department to investigate the issue. In such cases, the employee shall be notified by the Director and/or Dean of the additional time required.

While the formal review process progresses the employee will continue normal work responsibilities (unless he/she is determined to be suspended) pending the outcome of a judicial hearing.

APPENDIX O: Robsham Theater Arts Center Employee Agreement

This needs to be filled out by every employee each semester upon hire/rehire (Fall Semester, Spring Semester and Summer – if applicable).

This document is to acknowledge that as an employee of the Robsham Theater Arts Center, I have read and understand the rules associated with the positions I am/will be working within the Robsham Theater Arts Center as well as the departmental policies, as documented in this Robsham Theater Arts Center Employee Manual (and its appendixes). I understand that if I don't follow these policies, there will disciplinary actions taken which could include termination.

This document also acknowledges the employee will abide by the Robsham Theater Arts Center Student Employment Confidentiality Statement as well as the RTAC Notice of Nondiscrimination, in line with supporting the mission of Robsham Theater Arts Center, Student Affairs and Boston College.

Each employee is to be issued one Robsham Theater Arts Center shirt per semester. The expected dress for employees working events is a tucked in RTAC collared staff shirt (unless specified otherwise). The employee should also be wearing the appropriate Robsham Theater Arts Center pin while on duty.

This document also certifies that I have been given a staff shirt within the academic year. I understand that I am expected to wear my staff shirt at all my shifts. Failure to do so could result in disciplinary action. If I lose my staff shirt, I am responsible to purchase a new one (a new shirt costs \$20).

Name of Employee (please print): _____

RTAC Position(s): _____

Signature: _____ **Date:** _____

Semester (please circle ONLY one): Fall Spring Summer

Size Shirt (If already own a shirt, write N/A): _____

Employee's Phone #: _____

Employee's Email: _____

Internal Use Only:

THIS SHEET MUST BE SIGNED BY THE EMPLOYEE AND A FULL TIME STAFF MEMBER, THEN KEPT ON FILE WITH THE ROBSHAM THEATER ARTS CENTER.

Name & Signature of Full Time Employee Witness: _____

Date: _____

**This sheet is to be kept on file by the individual's full time RTAC supervisor for 1 year.
Reminder: A separate sheet must be filed if a student is promoted/starts a new job.**

APPENDIX P: Eagle Path Student Employee Assessment Rubric for Robsham Theater Arts Center Student

As part of Eagle Path, a vocational discernment and career preparation program designed for Boston College student employees, at least once a semester, each RTAC employee and their supervisor will conduct an assessment. The following is the rubric used to measure each employee's abilities. If a student scores an "Unacceptable Rating" in any category, a follow-up assessment will be scheduled by their RTAC Supervisor.

List of Eagle Path Competencies

The following are the competencies employers are most seeking in their entry-level candidates:

- 1. Critical Thinking & Problem Solving**
- 2. Written & Oral Communications**
- 3. Teamwork & Collaboration**
- 4. Digital Technology**
- 5. Leadership**
- 6. Professionalism/Work Ethic**
- 7. Career Management**
- 8. Global/Intercultural Fluency**

Additional RTAC Competencies:

- 1. Managing Difficult Situations**
- 2. Customer Service**

Critical Thinking & Problem Solving

Unsatisfactory: Is not familiar with the policies and procedures laid out in operational manual or employee manual. Does not know recommended strategies of procedures for solving problems.

Meets Expectations: Understands and follows the policies and procedures laid out in the operational manual and employee manual. Is able to solve problems on their own and has achieved familiarity with the recommended procedures for solving problems.

Exceeds Expectations: Has a plan for solving issues that arise and clearly understands the policies and procedures that are in place. Observes and communicates issues in the workplace to their supervisor with suggestions on how to improve processes and achieve better practices. Is a contributor to the operational manual and/or employee manual by making the manual more user-friendly, or adding/editing content so that it addresses new policies/strategies for problems/issues that may not have previously been included in the manual.

Written & Oral Communications

Unsatisfactory: Does not respond to email or other communications.

Meets Expectations: Responds to email and other communications in a timely fashion.

Exceeds Expectations: Responds to email and other communications in a timely fashion. Will proactively ask questions or bring up issues. Responds quickly in the event of last -minute or emergency communications.

Teamwork & Collaboration

Unsatisfactory: Rarely listens to, shares with, and supports the efforts of others. Often is not a good team player. Someone who has no "follow-through" doesn't share information or contribute to projects.

Meets Expectations: Usually listens to, shares with, and openly communicates with the group. Does not cause disruptions in the group but instead supports the efforts of others.

Exceeds Expectations: Is the “glue” that keeps the team together. Takes a proactive leadership role without a leadership position. Will “lead” by doing their job well. Will take ownership and responsibility for the team. Not only will they do their best, they will bring the best out in others.

Digital Technology

Unsatisfactory: Is not familiar with the employee manual or the technical operation manual for their area, as well as the procedures and policies stated therein, specific for their area. Does not know where to find either an electronic or hard copy of the manual).

Meets Expectations: Has some knowledge and skills related to job function and knows where to locate additional information and and/or ask for help when necessary.

Exceeds Expectations: Demonstrates working knowledge and skills across many areas and teaches/helps others to learn/apply those skills. Applies professional and technical expertise to best meet departmental/area needs.

Leadership

Leverage the strengths of others to achieve common goals, use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.

Unsatisfactory:

Meets Expectations:

Exceeds Expectations:

Professionalism/Work Ethic

Unsatisfactory: Does not show up for a shift. Does not provide advanced notification if there is a conflict with a scheduled shift. Does not accurately or timely report hours.

Meets Expectations: Is punctual. In the event of a conflict with a scheduled shift, provides an early request for accommodation. Reports hours on time.

Exceeds Expectations: Is always punctual. Does not need accommodations for conflicts or scheduling mistakes. Reports hours accurately and on time.

Career Management

Identify and articulate one’s skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.

Unsatisfactory:

Meets Expectations:

Exceeds Expectations:

Global Fluency:

Value, respect, and learn from diverse cultures, races, ages, genders, religions. The individual demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals differences.

Unsatisfactory:

Meets Expectations:

Exceeds Expectations:

Managing Difficult Situations

Unsatisfactory: Struggles to handle difficult situations. Fails to acknowledge or understand the issue or the customer's complaint. Becomes agitated and/or takes it personally.

Meets Expectations: Addresses difficult customers and acknowledges/understands their situations in a calm manner, deescalating the problem and leaving the customer to walk away feeling acknowledged/happy with the situation being resolved. However, the employee may require occasional assistance or correction.

Exceeds Expectations: Handles difficult customers with ease in a calm manner. Responds quickly and appropriately to crises. Proactively identifies and addresses problems, deescalating the situation and resolving any issues. Provides the customer any follow up as needed, and will bring solutions or ideas to the RTAC office to better equip other RTAC employees of solutions, in case similar difficult situations arise in the future.

Customer Service

Unsatisfactory: Responds to customer questions inaccurately, incompetently or may struggle with clarity or comprehensiveness of response

Meets Expectations: Is friendly. Fully and clearly responds to customer questions.

Exceeds Expectations: Fully and clearly responds to customer questions, often anticipating questions. Is proactive to help customers.