

Ritz Theater at The Wayne Densch Performing Arts Center

JOB DESCRIPTION

General Manager

Full-Time Exempt

Salary Range: \$53,000 - \$60,000

Reports to the Executive Committee

Supervises: Marketing Director, Marketing & Administration Assistant

Summary:

The General Manager (GM) is responsible for managing the theater's daily administrative and house operations, providing strategic planning input, setting goals, and collaborating on policy implementation. The GM oversees staff utilization, evaluates performance, and ensures smooth operations of the Theater. Interacting with the community at large, the GM works to obtain an atmosphere that is positive, forward-thinking, welcoming, and inclusive. The position reports to the Executive Committee and is evaluated annually by the Executive Committee.

The successful General Manager will have a proven record of management and fundraising, exhibit exceptional communication skills, and reflect a dynamism that will elevate the Ritz Theater's brand.

Responsibilities:

Administrative & Operational

- Coordination of long-range and annual planning in collaboration with the Board and Committee Chairs.
- Manage staff and their accountability.
- Manage theater business, administration, and work with all committee chairs.
- Collaborate with the Board to act as a representative and advocate of the Theater with government agencies, corporations, community and local business groups, and theater organizations.
- Manage the Volunteer Coordinator and oversee volunteer scheduling. Assist as needed with the Volunteer Coordinator in planning volunteer recognition and maintaining reports on volunteer statistics including hours worked and the value, positions held, etc.
- Acts as the subject matter expert for the theater's operations and ticketing systems.
- Point of contact and leading season "builds" in ticketing system(s).
- Ensure established policies and procedures are followed.
- Coordinate with the Facilities Chair for all building schedules.

House Manager Duties

- Interfacing and assisting, if appropriate, with the key Technical Directors for rental/partnership load-ins.
- When and where appropriate, acting as an interface between rental/partnerships and theater staff/volunteers for day of event house management functions.
- Verifying that the theater is appropriately staffed for the day of an event, that concessions are appropriately stocked, and that the restrooms are adequately supplied.
- Opening the house and making sure that the AC is on, the theater is clean and, after the show, that the AC is turned off, the building is locked and that the alarm is set. (*The General Manager would not need to perform these functions, only make sure that they are done. Typically, the last person out of the theater (usually a tech person) would perform these closing activities.*)
- Be the "Voice of God" for pre-show announcements.

- Obtain a set list from the tribute bands.
- Address and adjudicate, if necessary, issues involving ticketing, seating and patron problems (including any potential liabilities, such as but not limited to slips-and-falls).

Finance & Fundraising

- Along with the Chair of the Finance Committee, develop an annual budget.
- Actively participate in fundraising activities, donor development, grant seeking, and grant reporting in coordination with the Development Chair. Includes maintaining the theater's grant and foundation spreadsheet and timely identifying and reacting to opportunities.
- Develop, implement, and enhance all aspects of annual fundraising programs, including individual and planned giving, major gifts, corporate, foundation and government grants in coordination with the Development Chair.
- Responsible for donor database management.

Other duties as assigned.

Qualifications:

The successful GM will be a development, management, professional with some or all of the following professional experiences and skills:

- Experience in a medium to large nonprofit organization or similar institution.
- Experience with performing arts or other arts and cultural organizations.
- Broad-based knowledge of and experience with various development activities.
- Knowledge of sound and technical theater equipment.
- A proven track record of success in prior positions.
- Experience working with and engaging boards, volunteers, and staff.
- Excellent communication skills, both written and verbal - including being a good listener and comfortable receiving input from many sources.
- A hard worker with a high energy level and willingness to work hands-on in developing and executing a variety of activities.
- Emotionally mature with a good sense of humor, and the flexibility and sensitivity to work with diverse personalities and situations.
- Willingness and ability to attend evening and weekend performances, meetings and events on a regular basis.

Physical Factors:

- Work generally performed in a busy open administrative environment, with frequent interruptions and distractions.
- Long periods of sitting, standing, leading groups in discussion, computer and telephone work, bending, stooping, reaching, and working in differing climates may be required.

Working Conditions:

- Transportation to and from offsite locations may be required which will result in exposure to temperature changes.
- A varying schedule, including times, days, evenings and weekends is required to ensure contact with key stakeholders and event management.
- Evening and weekend work as necessary.

DISCLAIMER:

This is an employment at-will position, which means that employment is for no specific term and that employment may be terminated by the employee or Ritz Theater at any time with or without cause.

This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts, or working conditions or qualifications associated with the job. The Board reserves the right to revise or to require that other different tasks be performed when circumstances change, for example, emergencies, changes in personnel, workload, rush jobs, or technological breakdowns in departments.

This job description was approved by the Executive Committee, 06/18//2024