

The Theater Manager manages and supervises the safe and orderly operation of the theater, it's performances and events. Addresses all front of house pre-planning issues. Serves as the primary point of contact for the theater and leads patron service accommodations. Serves as the principal financial liaison for the theater and is responsible for generating all shift settlements.

#### **Duties and Responsibilities:**

25% Ensures patron satisfaction through coordination of timely performance curtain times, deals with ticketing and seating problems, solves issues related to special patron needs and ensures safety of the audience at all times.

15% Serves as on-site liaison for presenters, producers, artists and company personnel and acts as daily representative for artist/company hospitality.

15% Provides summary of performances or events through the completion of a house report that includes all relevant information required to accurately depict the outcome of performances or events.

10% Carries out all contractual agreements with visiting companies, renters and presenters by coordinating all expenses related to event or rental and settling all outstanding sums. Verifies essential data.

10% Schedules Café and Bar personnel and supervises their performance and helps t maintain space, inventory etc. Completes annual performance management evaluations for Café and Bar personnel.

5% Communicates any issues related to the physical operation of the theater to the facilities manager and follows up to ensure that any issues have been resolved in a timely manner. Responsible for maintaining FOH standards in lobby, rest rooms, and auditorium.

5% In close coordination with the box office supervisor helps oversee box office activity as it pertains to the particular performance or event. Manages house seats. Verifies the daily box office statements to ensure accuracy in calculation of ticket sales and commissions.

5% Oversees the schedule of the theater as it relates to special events, house shows, load-in, rehearsal, performance and load-out durations. Coordinates with production managers to pre-plan scheduling of incoming productions or events.

5% Supervises the team captain(s), ushers and volunteers to ensure adequate placement of usher staff. Communicates daily with usher staff to inform them about issues related to performances or events. Completes annual performance management evaluations for head ushers and assistant head ushers.

5% Coordinates all activities within the theater with other Raue Center personnel including security, housekeeping, facilities, box office, Etc.

#### **Education/Experience**

- College degree or equivalent is required plus one to three years' experience in theater operations or service industry and front of house management with direct supervision of staff.
- Knowledge of the theatrical settlement process is required. A practical knowledge of technical aspects of production operations is helpful.
- Demonstrated success in positive dealings with the general public is needed; customer service training (hospitality and food service training acceptable equivalents) is preferred.
- Willing to train.

### **Minimum Skills and/or Knowledge Required**

- A thorough working knowledge of Microsoft Office is required with particular skills in manipulation of MS Excel documents helpful. Quickbooks helpful.
- Excellent organization, management, communication and financial management skills are required in order to successfully facilitate the accurate financial operation of the theater.
- The ability to work well under pressure and the ability to prioritize in a multi-task environment working with a variety of individuals are required.
- Must be able to work performance evenings.
- Must be able to lift 25Lbs.
- Must be a team orientated player.

***The Raue Center for the Arts is a world premier performing arts organization in McHenry County Illinois. Diversity is a critical component of our mission, vision, and values. Our staff exhibits a wide variety of perspectives and experiences which enable us to foster and strengthen an environment of diversity and inclusion. We offer a comprehensive range of benefits including medical, dental and vision insurance, paid vacation and sick leave, and a 403(b) retirement plan.***

To apply, please send letter & CV, 3 references and salary requirements to:  
TheaterManager@rauecenter.org