



PROGRAM & EVENTS MANAGER

Passionate about arts in your community? We're looking for someone like you.

The Program & Events Manager reports to the Director of Programming, and is responsible for the cultivation and maintenance of the theater's relationships with its rental partners and its audiences. To be successful in this role, they must be able to identify opportunities and develop strategies with our partners to best serve our patrons and the community. The Program & Events Manager must be motivated, innovative and ambitious with a passion for the arts and the drive to provide radical customer service to partners and patrons.

New Hazlett employees must embrace the theater's mission and its goal to respect and present diverse artists and ideas. We are committed to eliminating bias with regard to race, sex, gender expression, sexual orientation, ability, heritage, culture, religion and tradition, both on stage and off. Our staff must work to further this commitment, and will help interrupt behaviors that impede our DEAI efforts.

Essential Duties & Responsibilities:

Partner services:

- Act as liaison to all partner arts organizations and other presenting organizations for the coordination of performances and special events
- Foster collaborative relationships with current venue partners
- Respond to rental inquiries in a timely and professional manner
- Meet with potential clients and accompany clients during walk-throughs
- Negotiate, draft and execute client and partner contracts
- Monitor adherence to contract requirements and payment schedules
- Prepare final billing and coordinate invoicing and payments with the Business & Finance Manager
- Attend client production meetings. Work in close collaboration with all partners, clients and the entire New Hazlett team in the planning and successful execution of all events at the theater
- Work with the Director of Programming to design and implement new partner initiatives as directed by strategic plan
- Establish or maintain working relationships with neighboring community organizations
- Perform other related duties as are necessary

Patron services:

- Manage Patron Services Coordinator, who oversees Front of House staff and volunteers, to ensure a professional, hospitable and safe environment during all events
- Create and maintain theater policies to ensure a positive patron experience
- Work with Patron Services Coordinator to establish, maintain and, when appropriate, update Front of House standards to ensure a positive patron experience
- Respond to patron inquiries, requests and concerns promptly
- Fill in as needed for Patrons Services Coordinator

Administrative responsibilities:

- Work with the Director of Programming to meet annual financial and occupancy goals
- Coordinate production schedules, staff, equipment and technical requirements from beginning to end while ensuring adherence to plans on time and within budget
- Coordinate with the Director of Programming to maintain a detailed calendar of events that will be used as a tool and a reference within the entire organization

Our job descriptions are general overviews. If you feel passionate about the arts and believe that you have the skills to contribute to the growth of our organization, we want to hear from you.

JOB REQUIREMENTS

Education:

- High School Diploma or Equivalent

Minimum Experience:

- Minimum of 2 years in a revenue-generating role including contract negotiation is required
- Prior patron management or customer service experience is required
- Proficiency with Microsoft Office Suite applications is required
- Prior supervisory experience is required

Preferred Experience:

- Understanding of theater practices is desired
- Familiarity with ticketing software, such as Audience View, is a plus
- Experience with CRM software (ie: Salesforce, etc.) a plus

Knowledge, Skills & Abilities:

- Exemplary customer service skills and enthusiasm for the arts
- Ability to create, analyze and interpret financial reports
- Strong organization and time management skills with the ability to multi-task and reprioritize
- Highly motivated and calm under pressure
- Excellent computer skills; aptitude to learn new software applications
- Strong interpersonal skills with a collaborative management style
- Strong verbal and written communications skills; ability to communicate with a broad range of individuals
- Creative problem-solving abilities are necessary. Able to quickly identify and provide recommendations on issues
- Able to work both independently and on teams in a fast-paced environment

Travel Requirements: Access to reliable transportation is needed

Physical, mental demands and working conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- An employee in this position works in an office environment. Office equipment will be operated as part of this job.
- The position frequently requires the employee to work in a theater environment, to communicate well with others both inside and outside the theater (e.g., in person, via telephone, via email).
- The employee must be able to understand, interpret and analyze data, solve problems, concentrate, and research, use available technological resources and systems (e.g. computer programs), multi-task, prioritize, and coordinate with multiple individuals to complete essential tasks.
- An employee in this position is required to move throughout the workplace, write and/or type and communicate effectively.

Working Hours: Flexible schedule; some weekly evening and/or weekend shifts required

Number of Direct Reports: One FT direct report, and 8-10 PT indirect reports

Compensation: Compensation for this full-time, exempt position is \$48,000-\$50,000 plus a comprehensive benefit plan offering health, dental and vision insurance, disability insurance, life insurance, and paid time off.

The New Hazlett Theater is proud to be an Equal Opportunity Employer, and we encourage people from underrepresented backgrounds to apply. We do not discriminate on the basis of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other protected class.

Employment is contingent upon your successful completion of a professional, educational and criminal background check. At the time of employment, you must also present documentation indicating that you are legally authorized to work in the United States.

TO APPLY: Send resume with cover letter to kim@newhazletttheater.org. No phone calls please.