



The Murphy Theatre

Title:	Theatre Manager		
Position Type:	Full Time (minimum 32 hours per week)		
Status	Supervisory – Employee has the authority to recommend the hiring, transfer, suspension, layoff, recall, promotion, discharge, reward and/or discipline of employees within reporting structure. Such authority requires the use of independent judgment.		
Reports To:	Murphy Theatre Executive Committee		
Level/Salary Range:	\$23,000	FLSA:	Exempt

Position Description

General Duties:

Under the general direction of the Executive Committee, will run the day to day front end of theatre to include but not limited to selling tickets, maintaining the website, promoting shows, managing volunteers and concessions. Assists the Board of Trustees, Committees, Maintenance/Facilities Director and other staff as needed. Schedules and receives deliveries. Assumes responsibility and accountability for the box office. Manages Box Office Assistant. Maintains theatre calendar. Supports fundraising efforts.

Functions and Responsibilities:

- Represents and promotes theatre in a positive, energetic manner, using proven interpersonal skills.
- Responsible for daily operation of the theatre; including but not limited to, show ticket sales, rentals, concessions ordering, handling cash, daily cash outs and bank deposits, tracking concessions inventory control on a biweekly basis, stocking, and all other related duties necessary for efficient operation of the theatre and concessions.
- Develops strong working relationship with volunteers and potential volunteers. Supervises and coordinates volunteer work schedules; provides organized ongoing training through monthly sessions to ensure an understanding of proper procedures.
- Responsible for all aspects of ticket sales; including but not limited to the reconciliation of ticket office revenues, coordinating the handling of all ticket sales to include mail, telephone, and group orders, as well as at-window sales. Responds to patron complaints.
- Responsible for mastering Vendini, The Murphy Theatre's ticket agent software program. Responsible for training Box Office Assistant and other authorized users. Ensuring accuracy of system, pulling reports and utilizing Vendini to its full potential.
- Mentors and develops volunteers and staff, addresses performance issues as needed. Supervises and reviews performance of staff; participates in training, prioritizing work projects, and making recommendation regarding all related



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issues. Sends out all show/event schedules for volunteer sign-up.

- Working with Artistic Director, secures and schedules appointments for casting calls for The Murphy Christmas Show.
- Promotes event information for distribution to the general public.
- Works cooperatively with Board of Trustees, Committees, and Maintenance/Facilities Director.
- Keeps Board apprised of status of accomplishment of goals/obstacles. Performs other duties as assigned.
- Supports fundraising efforts to include sponsorships, memberships and donor relations.
- Assist with donor and member management.
- Attends Board of Trustee, Executive Committee and Committee meetings as needed.
- The Murphy Theatre work schedule can be non-traditional. It is the nature of the entertainment business. General box office hours are 10-3, Monday, Tuesday, Thursday and Friday. The week of a show, as well as the day of the show, more time will need to be spent in the theatre to assist our patrons and other staff/volunteers. Flexibility is a critical trait for the successful candidate for this position.

Skills/Qualifications:

- Demonstrated customer service professional with excellent written and verbal communication skills.
- Two-year associate's degree, diploma, or equivalent from a college, technical, business, or vocational school in business administration, accounting, or a related field of study and five to seven years business experience involving accounting, some of which must have been at the supervisory level, or any equivalent combination of experience and training. Equivalent experience may substitute for degree.
- Ability to perform general math calculations such as addition, subtraction, multiplication and division; as well as basic accounting principles. Must be able to create and edit basic spreadsheets to track and report financial and statistical information. Basic proficiency with spreadsheets.
- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Proficient with Microsoft Office suite, such as Microsoft Word, Outlook, Excel, PowerPoint and Publisher; Willingness to learn Donor Software program and Vendini (The Murphy's theater ticket agent software) Training available. Must possess ability to learn programs and work independently on them after training.
- Team-player with a passion for theatre, flexible, adaptable with an ability to work with people of diverse backgrounds; an ability to predict and/or plan for problems and provide ready solution for those problems applying common-sense



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understanding of work process and procedures. Ability to fulfill responsibilities under stress or pressure with minimal direct supervision.

- Ability to write and speak effectively with fellow employees and general public, applying common sense understanding of the work process, procedures, programs and services; and to provide and follow verbal and written instructions.
- Demonstrated ability to supervise, train, and interact with individuals possessing various levels of experience.
- Ability to work evening and weekend hours required for theatre events, rentals and activities as requested.
- Ability to sit, stand and walk on a level surface for periodic periods throughout the day, as needed.
- Ability to climb stairs to perform essential functions, as needed.
- Ability to reach above shoulder heights or below the waist to file documents and/or store materials throughout the workday and to lift up to 25 pounds (occasionally up to 50 pounds to accommodate gift shop deliveries). Physical demands must be met with reasonable accommodations to successfully perform all essential functions, not limited to those listed, without imposing significant risk or harm to the health or safety of the employee or others.

NORMAL WORKING CONDITIONS:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with the disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; stand; walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands or arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, run or crawl, and taste and smell.

The employee must lift and /or move up to fifty- (50) pounds. Specific vision abilities, including corrected vision, required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.

Please email resume, cover letter and two letters of recommendation to murphytheatrejobs@gmail.com. No phone calls please. Submissions will be accepted until position is filled.