

THEATER MANAGER

59E59 Theaters

Posted 30 Sep 2021



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A project of The Elysabeth Kleinhans Theatrical Foundation, Inc.

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The Elysabeth Kleinhans Theatrical Foundation Inc.
New York, NY

The Elysabeth Kleinhans Theatrical Foundation is a not-for-profit operating foundation which owns and operates 59E59 Theaters, a lively venue with a 195-seat theater, a 99-seat theater, and a 40-60 seat flexible theater. 59E59 Theaters presents a year-round curated program of about 34 Off- and Off Off-Broadway productions that are nurtured and supported through highly subsidized rental rates that include: technical, ticketing, FOH, marketing & advertising, facilities, and press services.

59E59 Theaters seeks a qualified candidate for the role of **THEATER MANAGER**

Job Summary:

The Theater Manager is a leadership position and is the primary supervisor of the venue during the evening hours. You will engage a team of part-time staff by teaching and modeling superior customer relations skills to maintain a warm and welcoming environment for guests, visiting companies, and staff.

In alignment with our Community Agreement, the Theater Manager is responsible for upholding 59E59's mission, our dedication to inclusion, diversity, equity, and accessibility (IDEA) in the workplace, and our commitment to be an anti-racist organization.

Reports to: Managing Director

Hours: Full Time, weekends and evenings

Manages: FOH staff, ushers, and bar staff

Duties and Responsibilities:

- Manage Front of House operations for 3 theater spaces
- Manage hiring, training, scheduling, and general supervision of FOH Assistants, Ushers and Bar Staff

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- Train usher staff in implementation and documentation of all customer service procedures, evacuation, medical & life safety issues as they relate to patrons.
- Coordinate with producing companies to maintain daily show operations (i.e. to ensure that all three spaces open on time, the performance begins on time, late seating is on schedule and intermissions stay within the requested time frame)
- Prepare nightly house reports as well as maintain fire log and incident reports
- Coordinate with the Marketing department to facilitate the viewing of productions by members of the media; enforce house rules regarding photography, audio, and videotaping
- Assist with planning and coordination of special events for visiting companies, group sales, and 59E59 Theaters events
- Manage bar and concessions ordering and inventory
- Assist the Box Office in troubleshooting all ticket problems and customer complaints
- Communicate daily house repairs, safety concerns, and physical plant issues to technical & facility staff
- Oversee that all opening and closing duties of the facility are completed correctly and that cleanliness and maintenance are advanced
- Review the Bar deposit for accuracy
- Provide excellent customer service to guests and excellent leadership to employees
- Participate in Annual 360 Performance Review Process
- Additional duties as assigned by Managing Director

Qualifications:

- Experience in leadership and performance venue/entertainment front-of-house supervision or similar events management
- Excellent customer service background
- Strong interpersonal, written, and oral communication skills
- Must be adaptable and able to work in a fast-paced environment
- This position requires standing for extended periods of time, communicating with Box Office and Stage Management via headset, repeatedly walking a distance of approximately 50-100', including stairs
- Must be CPR certified or able to complete certification
- Require FDNY Certificate of Fitness - F07 Fire and Emergency Drill Conductor within 30 days of start of employment

Salary

\$48,500

59E59 Theaters offers a range of benefits including medical, dental, paid vacation, sick leave, Transitchecks, flexible spending accounts, an opt-in 401(k) retirement plan, and paid educational and professional development opportunities.

To apply, please send a resume and cover letter to Brian Beirne, Managing Director at jobs@59e59.org.

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Please include **Theater Manager** in the subject line. In the cover letter, please include why this position at 59E59 interests you and how your previous experience enables you to be successful in this role.

If you do not meet all the criteria listed above but know you have what it takes to do this job, we encourage you to apply and tell us about yourself and your transferable skills in your cover letter.

Referrals of qualified candidates are also welcome.

59E59 Theaters is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. BIPOC applicants and candidates from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.