

Job title: Award-winning theatre and educational institution seeks a Full-time Operations Manager

JOB DESCRIPTION:

The Actors Theatre Workshop (ATW) seeks an Operations Manager who is passionate about using theatre and creative process to help people from all walks of life to achieve their potential, and wants to join a creative, diverse team to implement this mission. Led by award-winning actor, writer and director Thurman E. Scott, ATW is an established non-profit theatre, educational institution and community center that has provided life-changing creative training opportunities to children and adults from New York City and around the world for 28 years, contributing to building better communities and examining the pressing social issues of the day through the power of theatre.

The Operations Manager will report to ATW's Senior Staff, who report to the Artistic Director, Executive Producer and Founder. This senior level manager will oversee and manage core operations functions of a non-profit theatre and educational institution, help deliver award-winning arts and education community programs, and manage a diverse cadre of idealistic, diverse volunteers and interns in an exciting variety of projects. The Operations Manager will also have the opportunity to develop creatively through participating in classes taught by ATW's Artistic Director and Founder Thurman E. Scott, a master teacher of acting and creative process, deemed by the legendary Stella Adler as a creative revolutionary whose work advances acting technique for the next generation.

ATW is an artist self-managed organization that uses theatre principles and techniques in the daily running of our organization. The ideal candidate will have a non-profit or theatre background, experience working in a busy creative office environment where multi-tasking, flexibility and prioritizing are required, and the desire to learn and implement this innovative management approach.

SPECIFIC RESPONSIBILITIES:

- **Project Management:** Manage staff, volunteers and interns working in a wide range of project areas, including social media marketing, posting, marketing and outreach efforts; video logging, media management and archiving; finance, fundraising and in-kind donations. Using strong people management skills and ability to reprioritize when needed, ensure that staff, volunteers and interns have meaningful project work that meets ATW's organizational priorities.
- **HR:** Oversee HR department. Spearhead and lead special HR projects including targeted corporate recruitment. Conduct interviews, oversee volunteer and intern intake, conduct general onboarding trainings and provide tools new team members need to be effective, including training materials and email addresses. Manage HR team members in recruitment and intake efforts.
- **Community Programs, Events and Classes:** Manage staff for special events and community programs, including ATW's award-winning program for children living in temporary housing, The Builders of the New World. Develop media and marketing materials, seek donations of food and supplies, ensure smooth running of events. Organize and act as a class registrar for creative classes. Find creative material (scenes, monologues, etc.) in ATW's library for students.
- **Weekly Operations:** Attend and prepare materials for key staff meetings, committee meetings, funder site visits, and special events. Primary responsibility for managing the overall theatre schedule, including rentals, classes, programs and staff schedules. Prepare, manage and

distribute the Weekly Staff Schedule which encompasses all staff, volunteer and intern shifts, meetings, rentals and classes at ATW. Take meeting notes and send emails and other communications to ATW students, volunteers and other constituents.

- **Finance and Administration:** Oversee payment of ATW monthly bills and bank deposits. Track petty cash debits / credits. Coordinate with Quickbooks volunteer and ATW outside accountant to prepare annual audited financial statement. Maintain key contracts and records in well ordered electronic and paper filing systems. Serve as gatekeeper for daily office operations, including: addressing/re-routing external information requests via phone and email.
- **Office, Facility Management and Theatre Installation:** Maintain the office, physical plant and theatre to a high standard of order, cleanliness and efficiency. Oversee ATW's Technical Staff in maintaining and improving ATW's lighting and sound systems. Oversee maintenance of office equipment (printer, copiers, A/V, etc.). Complete monthly inventory of supplies. Lead members of the CQ team (Charge of Quarters), who are responsible for greeting ATW guests, students and rental clients, and maintaining an orderly, creative environment.
- **Fundraising:** Write fundraising emails and letters. Be part of team working on grants. Track donations and prepare and send thank you letters. Organize and plan fundraising events.
- **Studio Rental Business:** Supervise ATW's Rental Manager in managing ATW's Studio Rental Business. Market studio rental business, oversee set-ups for clients and manage client experience. Working with Rental Manager, ensure that studio rentals are integrated smoothly into the overall running of ATW's classes, programs and productions.

REQUIRED QUALIFICATIONS:

- Associate / Bachelors Degree
- Expert knowledge of administration, people and project management
- Consummate communication skills, in person, by email and over the phone. Able to communicate one-on-one, and to groups in a professional and compelling manner. Excellent writer.
- Dedicated, personable, inquisitive and positive.
- Expert in organizational and time management. Good at prioritizing and adapting when priorities change. Able to use common sense and manage multiple projects happening simultaneously. Has authority, demonstrates initiative and remains calm in this dynamic environment.
- Excellent interpersonal, teamwork, and diplomacy skills, including when dealing with client problems, and giving feedback to team members on areas in which they can grow and improve
- Ability to work independently, exercising judgment and discretion while demonstrating initiative in the performance of all job duties.

- Strong computer skills. Expertise with Google Suite of collaborative tools. (Google Docs, Sheets, Slides, etc.) Heavy usage of e-mail.
- Disciplined in upholding structure and chain of command. Able to serve as a role model to staff, volunteers and interns in implementing ATW's unique structure and organizational priorities.
- Good balance between taking initiative to solve issues and asking management for help if unsure of a priority or how to proceed.
- Likes order and clarity. Desire to grow, stretch and expand capabilities in all areas of Theatre and Education Operations. Open to and positive about taking direction and feedback on how to improve. Clearly and directly communicates needs, wants, problems and ideas.

PREFERRED QUALIFICATIONS:

- Has an artistic eye for creating good marketing material, visuals and office layouts.
- Has experience using Adobe Creative Suite programs (Photoshop, Illustrator, Adobe Premiere), Salesforce or VerticalResponse
- Has experience in theatrical lighting grids and sound systems
- Experience in a non-profit theatre

HOW TO APPLY:

- Please apply online at <https://www.actorstheatreworkshop.com/operations-manager/>
- This is a 40+ hour per week job. Hours vary each week depending on the theatre's overall schedule. We are open Monday - Saturday from 9:00am - 11:00pm. Saturdays are a mandatory work day. Occasional Sundays.
- Salary is commensurate with experience.
- Benefits include two weeks of paid vacation and opportunity to participate in creative training classes taught by the Artistic Director tuition-free. Health insurance is not provided.
- Professional but warm environment
- Candidates with legal U.S. work status only