



JOB POSTING

Operations & Theater Manager

June 2021

Summary of the Position

The Picture House is seeking a full-time **Operations and Theater Manager** to lead the customer experience, online and off. The successful candidate will provide overall leadership for theater and office operations and will ensure impeccable customer service and operating efficiency.

The Organization

The Picture House Regional Film Center is a 501 (C)3 mission-driven nonprofit organization located in Pelham, NY. Picture House audiences come from Westchester County, the Bronx, Southern Connecticut and beyond. The theater was built 1921 and has been operating as a nonprofit with a focus on film, education, and community since 2005. Every Picture House employee is a member of a collaborative team with the achievement of The Picture House mission as the ultimate job goal:

The Picture House is dedicated to creating a shared community experience for diverse audiences through film, education programming and unique cultural offerings. Our historically preserved and restored theater offers a unique gathering place dedicated to entertaining, enriching, and inspiring a sense of wonder for all ages.

It's an exciting time to join The Picture House team. This year marks the theater's centennial and begins its second century as a thriving hub for arts, culture, and community.

RESPONSIBILITIES

The Theater Manager is responsible for the smooth operation of day-to-day business and an excellent customer experience in the theater, in the Picture House offices, and online.

Customer Experience

- Cultivate strong relationships with moviegoers, donors, audience members; troubleshoot customer issues
- Ensure ease of use and complete information for all patron experiences including:
 - Daily review and update of content on the TPH website
 - Daily check of phone systems; weekly update of outgoing message with screening times
 - Weekly review/edit of preshow slides
- Constant review and evaluation of our customer service procedures
- Manage information to keep staff fully educated on all upcoming programs, films, and events so they are able to knowledgeably discuss with patrons

Operations

- Oversee all theater operations including setting showtimes, print trafficking (overseeing shipout, pick-up, and delivery of all films in a timely manner), and interstitial/marketing material ordering (posters, trailers, etc)
- Manage distributor business logistics including box office reporting to studios, film rental payment, and print issues
- Manage bidding, performance, and relationships with all vendors, with attention to economy and efficiency of operations
- Manage building and equipment maintenance, cleanliness, and all inspection preparation (food license, fire marshal's code, emergency procedures, etc.)
- Oversee and anticipate all technical needs in the theater and the office
- Oversee theater and administrative office organization, supply and equipment ordering, and IT needs

- Coordinate with box office staff and controller on daily and weekly cash deposits, payroll, and reporting
- Oversee ticketing and membership processes and information push to donor management system, including regular communication with ticketing/membership fulfillment vendor
- Manage phone system

Staffing

- Hire, train, and manage all parttime box office, concession, & projection staff
- Oversee theater staff performance, evaluation, and recruiting
- Train staff to meet customer service goals and TPH sales goals, especially membership sales

Event Management

- Manage bookings and oversee smooth execution of all facilities usage by outside individuals and entities, including contract execution and tracking of deposits
- Provide event management including staffing, logistics, and prep for theater rentals, special screenings, education events, and board meetings
- Handle all theater rental and birthday party inquiries

LOCATION, SCHEDULE, AND REPORTING

This full-time position, located in Pelham, NY, is easily accessible by car, bus, and train (Metro North). The Picture House operates seven days a week. This role requires availability some nights, weekends, and holidays. The Operations and Theater Manager will report to the Executive Director;

JOB REQUIREMENTS

- Bachelor's degree or equivalent professional experience required
- Proven customer service and employee management skills
- Excellent writing, communication, and interpersonal skills
- Strong organizational skills and attention to detail
- Proficiency with technology: hardware, software, and systems
- Ability to work independently and handle tasks concurrently
- Past experience managing customer service staff (including hiring/firing, training, and recruiting)
- The ideal candidate has a positive attitude and a strong work ethic; a sense of urgency and a sense of humor; unflagging integrity; a love of the arts; and a passionate commitment to The Picture House mission

COMPENSATION AND BENEFITS

- Base compensation range: \$60,000-70,000
- Paid time off (3 weeks' vacation; 12+ company holidays)
- Access to employer health plan (100% employee-paid)
- Ongoing professional development opportunities
- Collaborative culture with professional standards and respect for quality of life
- The opportunity to contribute to the success of a mission-driven organization with a strong track record

TO APPLY:

This is a full-time (40 hour/week) position and will include nights and weekends. To apply for this position, please send a **cover letter and resume** to info@thepicturehouse.org with **Operations and Theater Manager** in the subject line.

The Picture House (TPH) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, TPH complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies

to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.