



CLASSIFICATION SPECIFICATION MISSION PLAYHOUSE MANAGER

JOB SUMMARY:

Under direct supervision of the Mission Playhouse Director, the Mission Playhouse Manager plans, coordinates, and manages all event operations at the Mission Playhouse; markets and promotes concerts, programs, and other events; prepares cost estimates for events and manages contracts with clients; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Mission Playhouse Manager is responsible for promoting, planning, and overseeing event activities of the Mission Playhouse. This class differs from the Mission Playhouse Director due to the level of experience required, complexity of work performed, and level and scope of supervision over staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plans, schedules, implements, and oversees a variety of events, services, and operational activities; responds to client inquiries and assists potential clients in achieving their desired event goals; conducts tours for prospective clients; negotiates contracts with clients; and prepares a variety of materials including contracts, proposals, permits, invoices, reports, cost estimates, and billing for clients.
- Prepares and monitors the budget for various events and funds that support the operation of the Mission Playhouse; reconciles event expenditures; writes brochures, pamphlets, press releases, and flyers to promote theatre programs and events; and prepares staff reports and makes presentations to the City Council on various event programs and activities.
- Assists the Mission Playhouse Director with special projects and events; serves as a liaison between venues, clients, and patrons; and ensures compliance with contracts, City policies and procedures, and relevant regulations and safety codes.
- Provides supervision and training for subordinate staff; prepares work schedules; determines work procedures and issues written and verbal instructions; and prepares and administers performance evaluations.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- All phases in the operation of the theatrical stage; current trends in theatre auditorium operation; laws pertaining to public assembly and leasing practices; office administration practices and procedures; and City department policies and procedures.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; modern office methods, procedures, and equipment, including the use

of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.

- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

Skills/Abilities:

- Develop long-term relationships with the community and local groups while promoting theatre events to new clients; market the Mission Playhouse effectively and secure rentals; create and edit a variety of documents; and organize and maintain office and specialized files.
- Correctly interpret and apply general administrative and department policies and procedures.
- Communicate clearly and concisely both orally and in writing, which includes using tact and discretion when dealing with sensitive situations and concerned people and customers.
- Plan, organize, train, and manage the work of assigned staff; resolve grievances and complaints; and establish and maintain an effective working relationship with clients, fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- Bachelor's degree in theatre or arts administration, business administration, or a closely related field.
- Five years of increasingly responsible experience in marketing or theatre operation of a similar facility, with at least two years of experience in a supervisory or lead capacity.

Licenses and Certifications:

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- Ability to lift up to 25 pounds or more; sit, stand, squat, kneel, climb stairs, stoop, and walk for prolonged periods of time; and get from one location to another in the course of doing business.

WORK ENVIRONMENT:

- Work is performed in a standard office setting and at indoor and outdoor facilities. Employee may travel to different locations and may be exposed to inclement weather conditions, noise, vibration, or dust. Noise level in the work environment is usually moderate to high and the employee may be exposed to loud talking and frequent interruptions from telephones, City staff, and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Established Date: February 27, 2018