



HOME OF



Operations & Rentals Manager

Exempt Salary (\$1,200 - \$1,400 per week)

Reports Directly to: Artistic Director and Managing Director

The Front of House/Operations Manager at The Sofia is the curator for the Patron Experience for any show produced. Working with the many different teams, the Front of House/Operations Manager's main priority is to guarantee that all patrons—no matter their age, race, or gender identity—will have a fun, safe time while at The Sofia.

FRONT OF HOUSE & FACILITIES:

- *House Management*
 - Create and distribute the weekly schedule for all hourly house managers.
 - Create the agenda for and run weekly Front of House/Facilities Meetings.
 - Work with Marketing & Sales Director and Senior Box Office employees to create effective staffing plans for Box Office.
 - Serve as the House Manager for a minimum of five (5) shifts per week across The Sofia's Mainstage, Family Series, Upstairs at the B, concerts and other presented events. When House Managing, the Operations Manager will have the following duties:
 - Supervise Front of House staff and serve as the main point of contact during performances and special events. This includes the management of: Box Office staff, bartenders, ushers, and staff.
 - Reconcile banks and prepare nightly deposits from multiple point-of-sale stations.
 - Prepare thorough and accurate nightly sales and house manager reports.
 - Work effectively with stage management to ensure performances start on time and run smoothly.
 - Address unique or special situations quickly and solve problems efficiently.
 - Serve as primary point person for all emergency situations. (Training in First Aid, CPR and AED a plus.)
 - A commitment to ensuring that all guests have the best experience possible.
- *Bar Ordering and Management:*
 - Manage Vendor Relationships
 - Oversee ordering, process purchase requests, handle Invoices, maintain spending records, calculate accurate pour costs and create/distribute monthly bar reports
 - Work directly with the Bar Manager to ensure all bartenders (pros or staff) are trained properly. Also will work directly with Bar Manager on the effective scheduling of bartenders for specific events.
 - Work directly with the Bar Manager to ensure bar inventory is managed and remains adequately stocked for all events at The Sofia.
 - Create quarterly reports for Senior Management that detail bar revenue, expense, and net earnings.
- *Volunteer Management*
 - Manage Opportunities Email
 - Usher Program Management
 - Respond to volunteer inquiries
 - Plan and execute quarterly trainings
 - Maintain usher paperwork



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- Maintain active usher list and evaluate volunteers
- Schedule ushers using online scheduling system

- *Facilities*
 - Work directly with Facilities Manager and staff to oversee cleanliness of all public spaces including: lobby, downstairs & upstairs restrooms, Sutter Theatre, Thrust Theatre, Upstairs at the B, courtyard, and front entrance. At times this may involve cleaning.
 - Work with the Facilities Manager to schedule theatre “deep cleans” every 6 weeks to be completed by staff during the staff meeting time slot.
 - Manage the ordering of all janitorial supplies and cleaning products for the Sofia.
 - Manage the coding out process for each evening at The Sofia. This will include: coding out whenever house managing for an evening shift, creating a code-out schedule, scheduling individuals to code out each evening.
 - Manage access to and retrieval of the Sofia’s security footage when needed.

FACILITY RENTALS:

- Respond to Rental Inquiries
- Conduct Facility Tours
- Maintain Informational Materials and Advertise Services
- Calendar Events
- Create Contracts
- Follow-up to obtain fully executed contracts, payments and verified insurance information
- Manage Events
- Attend any meetings related to rental events

ACCESS COORDINATION:

- Schedule touch tours/audio description, ASL interpretation, captioned performances and shows for people with sensory disabilities
 - Community outreach and advertisement
 - Develop Partnerships and seek funding
 - Coordinate training of staff on best practices

Additionally, employee will:

- Attend weekly staff meetings and any all-staff meetings.
- Attend weekly or biweekly development meetings.
- Attend all Mainstage opening nights and other Sofia-related events that may include donors, sponsors, or dignitaries.
- Assist with additional House Management or Front of House positions if needed.
- Other duties as assigned by the Artistic Director or Managing Director.

Qualifications:

- The successful candidate will have House Management or Service/Hospitality to experience and must exemplify the highest standards of customer service.
- Positive, energetic outlook and the ability to effectively manage and interact with a variety of constituencies, from patrons and donors to staff and trustees.
- Proficiency with Microsoft Office.
- Physical requirements include ability to safely navigate stairs, work in dark environments and lift



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up to 20 pounds.

- Night and weekend hours will be required.
- Proof of **COVID vaccination within the past 6 months** required prior to starting work.

Salary and Benefits

- Exempt salary as determined by California Department of Labor. \$1200 per week as of January 1, 2022.
- B Street makes a 401k available to all regular employees who are at least 21 years old. You are eligible for the salary deferral portion of the plan under the terms and conditions set forth in the official plan documents. B Street will provide employer matching contributions up to 4.5% of employee's weekly pay.
- Upon six months of full-time work, B Street will provide a health insurance reimbursement for up to 80% of an individual plan OR \$250/month, whichever is greater. Employee will be responsible for providing B Street with an invoice for their monthly health insurance payment in order to receive reimbursement.
- Dental, eye, chiropractic, acupuncture and life insurance will be made available upon 1 year of full-time work. The above insurance premiums will be partially subsidized by B Street Theatre. Your portion of all insurance premiums will be withheld through payroll deductions as permitted by law.
- 4 weeks paid vacation.
- A minimum of two weeks paid maternity/paternity leave.

To apply, submit your resume and cover letter here: <https://forms.gle/DfYP8dWUKBepzVok9>

Please email Chelsea Grogan (cgrogan@bstreettheatre.org) with any questions. No phone calls, please.