



JOB DESCRIPTION: Operations Manager, Arcade Comedy Theater

Location: Pittsburgh

Type: Part-Time (5-10 hours/week)

Min. Experience: 1-3 years experience in a customer-facing role. Experience managing facilities, a plus.

POSITION SUMMARY

Arcade Comedy Theater's Operations Manager is responsible to manage the day to day operations of the Arcade Comedy Theater to ensure that the organization's programming can occur in a safe, clean environment and that the Box Office is functioning to support the retail nature of our work. The Operations Manager is a member of the Administrative Staff team who will collaborate with their colleagues to uphold the mission of the Arcade Comedy Theater.

KEY RESPONSIBILITIES

- Facilities Management for 943 Liberty including, but not limited to:
 - Manage cleaning contractors and do or lead volunteers to do specialty cleaning or prep for specific events
 - Handle Routine Maintenance as needed at the Theater
 - Walking the building weekly/bi-weekly to check refresh cleaning or maintenance needs
 - Coordinate Volunteers for Building Maintenance projects (Spring Cleaning, Painting, etc)
 - Manage contractors for large maintenance needs at the Theater building
 - Liaison for Trust facilities needs and for the various inspections required each year (Pest Audits, Fire Inspection, Elevator Inspections, etc)
 - Work with Technical Director to understand facility impacts related to technical production
 - Manage the stock of cleaning supplies and paper products and replenish as needed - picking up or arranging for delivery or volunteer pickup
 - Manage the Access Code list with permissions and codes for all Arcade facilities in partnership with the Trust
 - Document the building stewardship responsibilities for teachers, coaches, HM, SMs, staff and provide periodic training for the people in these roles (including but not limited to, alarms, elevator, supply locations, etc.).

- Box Office Management including, but not limited to:
 - Manage the Arcade general line voice mailbox and info@arcade email address – either responding to requests or passing them along to the appropriate staff person
 - Hire, Train, and Schedule House Managers
 - Identify, Train, and Schedule Interns & Volunteer Ushers
 - Document roles and responsibilities for House Managers, Interns, and Volunteers and keep this updated

- Track Cash in Drawers and ensure Payout envelopes are stocked as needed
 - Be the point of contact for House Managers and Interns
 - Work with Technical Director to ensure Stage Managers are scheduled
 - Communicate with weekend staff about upcoming shifts and details
 - Work with other staff and volunteers to define the internship program as it relates to the Box Office.
 - Manage the stock of box office supplies and replenish as needed - picking up or arranging for delivery or volunteer pickup
- Concessions & Merchandise Management including, but not limited to:
 - Manage the stock of concessions and replenish as needed - picking up or arranging for delivery or volunteer pickup
 - Build and execute a merch plan based on prior merch sales data and community input (including budget, design, and presales, etc)
 - Ensure that volunteers or House Managers have RAMP certification to legally sell alcohol in the concession stand, if the bar is active
- Utilities Management for 943 Liberty including, but not limited to:
 - Tracking and looking for ways to reduce costs for Water, Gas, & Electric bills
 - Research and execute the programming of thermostats to keep heating and cooling costs down
 - Manage the Internet service into the building and the WiFi access for staff and classes as needed
- Scheduling facilities
 - Work with the rest of the Administrative staff and producers to maximize use of the building space for classes, programming, private and community events.
 - Build and maintain a visible schedule/calendar that can be shared and utilized by staff and community members.
 - Create a way for teams and producers to book rehearsal space
- Attend staff meetings and collaborate with the rest of the Arcade staff on planning and projects as needed.

PERFORMANCE OBJECTIVES

- Facilities needs are understood, planned, and budgeted on a quarterly and annual basis
- Box office staff are reliable and able to be responsible for the operations of the theater every night of programming
- Facilities schedules are visible and managed to reduce and eliminate any double-booking or missed opportunities for events
- 943 Liberty is clean and safe for all stakeholders. A clear standard of care has been defined by the Operations Manager, approved by the Executive Director, and executed by the Operations Manager.
- Arcade's Merch store is planned, budgeted, and executed on a quarterly and annual basis.
- Facilities needs and contacts are documented and shared for visibility with staff and board.
- Facilities costs are within budget for 2024 and budgeted appropriately for the future

KNOWLEDGE, SKILLS, AND ABILITIES

- Able to set their own schedule, and accomplish stated goals in timely manner.
- Takes ownership and initiative to ensure that their areas of responsibility are completed with excellence. Looks for ways to improve Arcade's processes.
- Willingness to do the work that is required to maintain Arcade's physical space as clean and safe and able to delegate to others with clear direction.
- Strong customer service orientation with the ability to communicate effectively with various stakeholders
- Access to a vehicle and valid driver's license for sourcing supplies needed
- Ability to lift up to 50 lbs, climb ladders, and handle other physical demands of building maintenance. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions of this position.
- Passion for comedy and creative expression in the various forms it takes at Arcade Comedy Theater
- Comfort with G-suite products a plus (Gmail, Google Docs, Google Sheets, Google Forms)
- Willingness to learn new software tools to manage communications and facilities reservations

DEI IMPERATIVE

Arcade Comedy Theater is seeking candidates for this position that represent Pittsburgh's diverse population in race, ethnicity, gender identity, sexual orientation, and ability. BIPOC candidates are encouraged to apply. Arcade celebrates diverse artistic and professional experiences and backgrounds, believing that a welcoming workplace for all is central to fulfilling the theater's artistic priorities, commitment to inclusion, and upholding its mission, vision and values. Arcade Comedy Theater is an Equal Opportunity Employer.

COMPENSATION

- \$20.00/hour for 5-10 hours a week. Position has the potential to grow in hours depending on the theater's development of private events, bar catering, or external rehearsal spaces. Operations Manager will have first right of refusal for additional hours and opportunities as they arise.
- Evening Parking Permit for Bus Station Garage (value of \$100/month for entry after 4 PM)

ABOUT THE ORGANIZATION

Arcade Comedy Theater was founded in 2013 as the city's first nonprofit theater exclusively dedicated to comedy, with a mission to elevate and advance the artform and nurture a new community of artists and audiences. Its founders saw the opportunity to create a wider, more accessible platform for the comedic arts in downtown Pittsburgh's Cultural District, by having a space to produce, present, and educate in comedy. Arcade has a vision to foster a safe, inclusive space to explore and play with humor, which allows individuals to find artistic fulfillment, confidence, and healing through the development of their unique comedic voice. Our audiences experience exciting, engaging, and spirit-lifting performances that showcase comedy in its many forms.

In 2017, the theater successfully expanded from a small storefront to a custom and accessible three-story, two-theater facility in the heart of Pittsburgh's Cultural District to serve more artists and audiences with expanded performances and classes. Starting in 2018, Arcade began converting volunteer staff to paid positions in key roles. Arcade now welcomes over 20,000 attendees each year to over 500 unique events ranging from the multiple award-winning children's improv comedy show Penny Arcade, to game shows, to a robust Academy for comedy education. Arcade has

stand-up comedy, sketch comedy, improv comedy, live music, short plays, and themed comedy events. The organization announced its first "theatrical season" in February of 2019, which included four major productions planned throughout the year and its first ever musical "Bubble Boy," which received honorable mention in Pittsburgh Post-Gazette's "Year in Review." It has been named "Best Place to See Live Comedy" by the readers of Pittsburgh Magazine multiple times, and has been featured in WQED, Yahoo News, and Paste Magazine. In 2020, Arcade was voted 2nd "Best Theater Company" by the readers of Pittsburgh City Paper.