



## **SoHo Playhouse LV General Manager Job Description for the Huntridge Theater**

The General Manager position will oversee all business operations of an historic, multi-venue performing arts center as it undergoes a \$40M renovation, restoration and expansion. The General Manager role will lead an executive and departmental team in venue development and management, event execution, guest experience excellence, staff management, workplace standards compliance, tenant and talent relations, and overall logistics optimization. This venue leadership role will be forward facing with venue ownership, the Board of Trustees, industry associates, governing agencies, media and the general public.

### **What this role will do:**

- Directly oversee the planning and direction of operations for the Huntridge Theater, including activities related to event production, building operations, food and beverage, special events, merchandise, box office and ticket operations, guest experience, and parking and transportation.
- Guide and lead department heads in the most professional and efficient control of day-to-day operations, assuring the coordination of plans, programs and events while creating and maintaining a positive venue culture with employees, vendors, guests, and visiting artists.
- Oversee the development of annual operating budget, revenue forecasts, event and activities schedule, production timelines and planning protocols including third party services.
- Review and analyze financial and operating reports, event P&L's, activity timetables, key performance measures, event schedules and departmental budgets in order to monitor on-going performance against established standards and objectives, initiate actions to improve performance where needed, and maximize revenue drivers while optimizing the overall guest and artist experience.
- Ensure that all production activity and general operations are conducted in accordance with applicable local, state and federal regulations such as OSHA requirements while preparing and maintaining required reports and records for venue ownership, government agencies and Board of Trustees.
- Represent the organization to the external community in business and social settings, e.g., industry peers, labor leaders, government officials, executives, promoters, partners etc. to establish and maintain positive working relationships that support the organization's goals, including creating and maintaining positive interactions and partnerships with landlord, adjacent local businesses, and neighborhood homeowners and organizations.
- Negotiate and generate contractual agreements for venue usage as well as key administrative areas such as health and safety, insurance, security, licensing and certifications, ticketing, and third party contractors and vendors.



- Ensure advance contact with each event's representative, production manager and/or security director to ensure proper coordination of all event execution details, confirm proper understanding of key contractual elements, and set proper expectations for venue usage, including arrival, performance and departure variables.
- Communicate with executive leadership and Board of Trustees to ensure timely and transparent updates on events, activities, projects and other relevant issues, including operational metrics reports such as event P&Ls, settlement reports, audits, forecasts, post-event analysis, staff reviews, and other data as appropriate.
- Oversee recruiting, training, scheduling, and motivation of a highly skilled and functioning team of full and part-time staff, including subcontractors and third party vendors, at levels required for proper execution of venue's activities, and managed / monitored to achieve the high standard of operational execution and guest experience expectations.
- Available to work on site some nights, weekends, and holidays as needed.

**What this person will bring:**

- *Degree and Experience:* An advanced degree in arts administration, business management, marketing or related field, with 8+ years of related work experience.
- *Financial Expertise:* In-depth experience managing P&L, controlling cost, profitability analysis, tax compliance, budgeting and forecasting.
- *Leadership and Team Management:* 8+ years of experience managing teams in a dynamic environment, including hiring, training, and developing high-performance teams. Proven track record of conflict resolution while maintaining excellent team standards and morale.
- *Venue Management:* Experience with opening new venues/arenas, inclusive of overseeing the creation of policies and procedure documents, building maintenance plans, and technical operations playbooks. Should possess strong problem-solving skills and excellent internal and external negotiating skills.
- *Event Management:* Prior experience in event planning and execution for live events. Strong understanding of show operations, including interacting with strong, independent department heads, rank and file employees, talent management representatives and the public with competence, credibility and in an articulate manner.
- *Engaging Public Persona:* Ability to be the face of the organization on a day-to-day basis, using excellent verbal and written communication skills to be cool under fire and viewed as approachable, involved and engaged in the business and concerns of all employees, customers and clients.
- *Regulatory Knowledge:* Strong knowledge of health, safety, and regulatory compliance, particularly for live venues with a food and beverage component.
- *Availability:* Willingness to work non-traditional hours, including nights, weekends, and holidays, given the demands of a live events venue.