

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

CLASS TITLE: THEATRE OPERATIONS SUPERVISOR

SALARY TABLE: 30

SALARY RANGE: 135

BASIC FUNCTION:

Under the direction of an assigned administrator, plan, organize, coordinate and implement the fiscal and marketing operations of the Theatre Group and Theatre Arts Department including accounts payable, accounts receivable, ticket sales, customer relations and budgeting; coordinate communications, information, personnel and schedules to meet Theatre needs and assure smooth and efficient activities; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, coordinate and implement the fiscal and marketing operations of the Theatre Group and Theatre Arts Department including accounts payable, accounts receivable, ticket sales, customer relations and budgeting; establish and maintain fiscal time lines and priorities; assure related activities comply with established laws, codes, regulations, policies and procedures.

Coordinate communications, information, personnel and schedules to meet Theatre needs and assure smooth and efficient activities; assure proper and timely resolution of Theatre issues, conflicts and discrepancies related to assigned functions and activities; maintain Theatre calendars and arrange bookings for related events.

Train and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; develop staff schedules, assign employee duties and review work to assure accuracy, completeness and compliance with established standards, requirements and procedures.

Organize and direct marketing functions for Theatre Group productions; supervise and participate in the preparation and distribution of press releases, public service announcements, calendar listings, flyers, posters, programs, advertisements and other related informational materials; confer with newspaper and media representatives concerning reviewers, interviews and media coverage.

Supervise and participate in the monitoring, evaluation and reconciliation of Theatre and Box Office accounts and budgets; assure accurate accounting of funds including income and expenditures; audit accounts for errors and make appropriate adjustments; oversee the reconciliation of receipts and various fiscal statements to assure accurate fund accounting.

Direct and participate in Box Office ticket sales and cashiering functions; oversee and participate in

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the set up and operation of the computerized cash register; supervise the counting of money and issuing of change and receipts; coordinate the preparation and balancing cash registers; develop, implement and supervise the season ticket sales program and group sales functions.

Oversee and participate in the preparation and maintenance of a variety of narrative, statistical and financial records and reports related to accounts, budgets, income, expenditures, ticket sales, payroll, cash flow, shows, unions, mailing lists, personnel and assigned activities.

Coordinate public relations functions to meet the needs of customers; identify and resolve accessibility issues; prepare and set-up the live captioning sign for shows; resolve customer service issues and problems.

Oversee and participate in the preparation and distribution of financial documents and correspondence for the Theatre and Box Office such as fiscal statements, billings and contracts as directed; process payroll to assure Theatre employees and contractors are paid in an accurate and timely manner.

Supervise and participate in the processing of accounts payable and accounts receivable; assure proper reconciliation of cash accounts; coordinate the collection of revenue and disbursement of payments; review and assure accuracy of deposits and reconciliations.

Assist in the development and preparation of the annual preliminary budget for the Theatre Group and Theatre Arts Department; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; initiate account transfers as needed.

Communicate with College personnel, various outside agencies and the public to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

Monitor inventory levels of Theatre and Box Office supplies; order, receive and maintain adequate inventory levels of supplies; prepare and process purchase orders and requisitions.

Participate in a variety of other assigned activities such as assisting in the selection of season plays and development of season schedules, coordinating the distribution of production royalties, responding to requests for ticket donations, arranging concessions and updating Theatre websites.

Coordinate activities to assure Theatre facilities are maintained in a neat, safe, clean and secure condition; schedule and arrange for security, maintenance and cleaning as needed.

Attend and conduct a variety of meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Planning, organization, coordination and implementation of the fiscal and marketing operations of the Theatre Group and Theatre Arts Department including accounts payable, accounts receivable,

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ticket sales, customer relations and budgeting.

General practices, procedures and techniques involved in theatre box office, customer relations and marketing functions.

Preparation, review and control of assigned accounts.

Policies and objectives of assigned programs and activities.

Financial and statistical record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Preparation of financial statements and comprehensive accounting reports.

Basic budget preparation and control.

Principles and practices of supervision and training.

Operation of a variety of office equipment including a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Basic public relations techniques.

ABILITY TO:

Plan, organize, coordinate and implement the fiscal and marketing operations of the Theatre Group and Theatre Arts Department including accounts payable, accounts receivable, ticket sales, customer relations and budgeting.

Coordinate communications, information, personnel and schedules to meet Theatre needs and assure smooth and efficient activities.

Train and evaluate the performance of assigned personnel.

Interpret, apply and explain applicable laws, codes, regulations, policies and procedures.

Monitor, evaluate and reconcile Theatre and Box Office accounts and budgets

Prepare and distribute press releases, public service announcements, calendar listings, flyers, posters, programs, advertisements and other marketing materials.

Assure accurate accounting of funds including income and expenditures.

Coordinate the collection of revenue and disbursement of payments.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and time lines.

Work independently with little direction.

Plan and organize work.

Oversee and participate in the preparation and maintenance of a variety of narrative, statistical and financial records and reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree with course work in accounting, business or related field and three years increasingly responsible experience working with fiscal, marketing or related functions in a theatre or similar environment.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.