

Operations Coordinator

Organization: Tybee Post Theater

Reports To: Executive Director

Compensation: 16.50/hour

Purpose: The main role of this position is to coordinate the day-to-day administrative needs of the Tybee Post Theater office and to provide administrative and operational support to the Executive Director. This position also assists in membership and development, volunteer coordination, and box office and special events administration, and other duties related to Theater operations as may be assigned by the Executive Director.

GENERAL RESPONSIBILITIES:

Bookkeeping - Responsible for general ledger and financial reporting functions - including but not limited to month-end close, journal entries, balance sheet reconciliations, and financial statement production.

Actual Bookkeeping Responsibilities:

- Coordinate daily office management and accounting for theater operations
- Coordinate daily event and concession cash proceeds, make deposits, maintain petty cash account
- Coordinate bank account transactions, record journal entries, reconcile balance sheets and financial statements
- Coordinate biweekly payroll processing
- Coordinate employee records
- Pay federal and state taxes, withholding, sales tax filings, etc.
- Pay vendor bills, file invoices, credit card receipts, check stubs, and execute artist contracts
- Coordinate facilities accounts: rent, utilities, loans, flood and liability insurance, phone/internet
- Building maintenance oversight, as needed
- Order office supplies, concession supplies, maintain inventories for concessions, keeping costs within established budgets
- Maintain organizational documents, bylaws, 501 © 3 filings, board of directors contact and bio information

Box Office/Membership/Development - Responsible for assisting the Executive Director in the Theater's membership solicitation and retention strategy and assisting the Executive Director in Box Office management.

Actual Box Office Responsibilities:

- Continually deepen knowledge of Box Office systems and administration
- Assist in training box office staff and other volunteers.
- Work to ensure accurate online information/sales functionality.
- Prepare and present weekly, monthly, and comparative sales reports for all ticketed events
- Step in when needed to process transactions via all sales channels (incoming phone calls, ticket windows, mail, and email/internet)
- Ensure all "night of show" duties are completed, including providing necessary documentation for show settlements and communicating potential issues to house staff
- Generate monthly show reports

Actual Membership/Development Responsibilities:

- Maintain and update membership and donation records in ticketing/CRM software and the Theater's electronic emailing system, Constant Contact
- Produce and mail monthly membership renewal letters and produce and mail bi-weekly thank you letters in response to new and renewed members
- Assist in the implementation of solicitation campaigns, including direct mail, digital, and special events.
- Ensure annual memberships and other donations are processed accurately
- Manage membership benefits, including theater seat nameplates, donor recognition boards in lobby, and website list of top members
- Assist the Executive Director and Board with administrative procedures for fundraising events, from applications and permits to invoicing vendors, paying bills, and all recordkeeping

Volunteer Coordinator – Assist in recruiting and coordinating a vibrant team of volunteers to help with the theater's activities and special fundraising events.

Actual Volunteer Coordinator Responsibilities:

- Assist in recruiting, retaining and recognizing Tybee Post Volunteers
- Identify needed positions and assist in writing volunteer job descriptions
- Develop and retain volunteer applications with volunteer names, contact information, times available, etc.
- Schedule volunteers for all theater event needs
- Track/record/retain volunteer hours for end-of-year recognition
- Thank and motivate volunteers on regular basis. Assist in developing volunteer recognition program; help plan yearend recognition event and solicit prizes for top volunteers

Other duties as specified by the Executive Director

QUALIFICATIONS:

- Strong ability to multi-task required
- Strong organizational and project management skills with an ability to be detail oriented
- Successfully manage competing priorities in an effective manner
- Experience and aptitude for accurate and precise data entry
- Proficiency with Microsoft Office products, especially Outlook, Word, and Excel
- Ability to learn and use new software and tools
- Excellent verbal and written communication skills

Additional Qualifications Desired:

- Experience with QuickBooks
- Experience with Patron Manager / Salesforce, or other CRM databases
- Knowledge of and passion for the performing arts
- Experience with project management and project management software
- Experience and aptitude for event logistics and special events

WORK SCHEDULE: This is a full-time position coordinating operations that are open beyond normal office hours. Ensuring all shifts are covered and have appropriate levels of oversight might require evening or weekend hours for more complicated events or busier times of year. Attendance is sometimes required at additional meetings and significant public events of the theater.