**Bay City Players Operations Administrator Job Description**

Bay City Players is a non-profit community theatre located in Bay City, Michigan. The Operations Administrator will report to the Board of Directors with direct supervision by the President or designate.

This position is primarily an administrative execution role. Much of the work of the theatre is done by volunteers and this will continue. The incumbent will work closely with volunteer leaders to make sure they have support for their roles. The incumbent will be responsible for running the office, handling all calls and communications, and managing the day-to-day processes of the theatre. The incumbent will attend monthly board and building committee meetings. The board will provide a yearly written evaluation.

A typical work week will consist of 20 regular office hours (9 am – 1 pm) and up to 10 hours of flex time.

Key Job Responsibilities:

For the office:

* Be the expert on our ticketing system (ETIX). Set up new shows, set up flex passes, sell tickets, make flex pass exchanges, and train volunteers
* Create basic graphic design for communications (e.g. potty posts, posters, postcards)
* Facilitate printing of communications (i.e. order and pick up posters from ISD)
* Create all outgoing communications for the theatre (e.g. email, letters, MailChimp)
* Update administrative procedures
* Publish and maintain necessary documents for the organization
* Maintain the master calendar for the organization and help to rectify any conflicts
* Be focal point for queries coming to the organization; determine which items need to be brought to the board
* Manage all external communications (e.g. Facebook, website)
* Manage yearly advertiser and sponsor solicitation process
* Drive improvements in operational procedures and policies

For the facility**:**

* Serve as a member of the Building Committee
* Execute Building Committee work as the primary liaison with contractors and service people for day-to-day maintenance
* Coordinate with project managers and the Facilities Consultant for large capital projects
* Supervise custodians and ensure building maintenance tasks are completed as scheduled
* Coordinate rental agreements for the building

For the volunteer committees:

* Work with the Volunteer Committee chair to ensure new volunteers are integrated into the committee structure. Maintain and utilize VSP, our cloud based volunteer database.
* Implement ways to keep volunteers “in the know” about BCP (e.g. monthly email update)
* Drive improvements in operational procedures and policies

For the productions:

* Support the audition process
* Apply for all show royalties and act as the liaison with licensing companies
* Order and return script and orchestra materials
* Manage show program creation process with our graphic designer
* Serve as the liaison between the production team and all other committees.

This is not an exhaustive list of responsibilities. Other related tasks may be assigned or tasks may be removed.

Skills:

* Proficient in Word, Excel, and PowerPoint
* Skill in Photoshop or other graphic design software desired
* Working knowledge of GoogleDocs and OneDrive file management tools
* Proficient in Facebook, Twitter, and Instagram
* Good writing skills
* Strong interpersonal communication, organizational and time management skills
* Excellent customer-facing skills in handling phone and in-person requests