

POSITION TITLE: Office Manager – Helen Hocker Theater (HHT)

REPORTS TO: Associate Artistic Director/Education Director

STATUS: Hourly / Full-Time

PURPOSE OF POSITION: The HHT Office Manager is responsible for performing a wide range of administrative and office support activities to facilitate the efficient operation of the program and conduct all box office functions.

Essential Functions

- Perform receptionist duties.
- Conduct and oversee all box office functions, including summer camp enrollments. Become proficient in the use of applicable software. Coordinates the work of and the schedules of all box office volunteers.
- Maintain and update mailing lists.
- Manage summer camp registration and payment process.
- Produce, proof, and print playbills for each HHT show.
- Recruit, train, and schedule all front of house volunteers (house manager, box office, and ushers).
- Distribute incoming mail and prepare outgoing mail.
- Order office supplies and monitor inventory.
- Ensure operation of copy machine equipment by managing supply inventory, calling for repairs and assisting staff and volunteers with questions.
- Assist with writing and proofing as requested.
- Assure the timely deposit and accounting of all box office revenue.
- Light janitorial duties and coordinate maintenance requests with County.
- Assist staff with administrative duties as requested.
- Maintain a professional and supportive relationship with staff and volunteers.
- Assist with proper set up and tear down of all special events at HHT.
- Serve as representative and guest speaker for any school or civic functions as requested by HHT or TCT management.
- Serve on any committee as assigned by HHT or TCT management.
- Any other duties as assigned by HHT or TCT management.

Qualifications

High School diploma or equivalent; minimum of three years of customer service experience which required cash handling/data entry; ability to operate a variety of office machines and work efficiently with software programs routinely used to prepare work related reports and correspondence.

Interpersonal Skills

Work frequently involves contacts requiring considerable discussion of problems, material presentations, or resolving issues impacting productions, personnel, performers and volunteers. The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job and a high level of interpersonal skills are critical to the success of this position.

ADA Requirements

Physical Requirements

- Much work is done in a sedentary environment – attending meetings, consulting with others, etc.
- Must be able to stoop, bend, walk, climb a ladder, and routinely lift up to 40 lbs.
- Must be capable of climbing/descending stairs.
- Must be able to operate routine office equipment including telephone, copier, word processor, and calculator.
- Must be able to routinely perform work on computer and or telephone for an average of 6-8 hours per day, when necessary.
- Must be able to work extended hours whenever required or requested by management. Note: overtime must be preapproved.
- Must be capable of travel by automobile, as driver or passenger.
- Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in a climate-controlled environment and must be able to perform in an outdoor environment for special events and fundraising efforts.

Mental and/or Emotional Requirements

- Must be able to perform job functions independently and work effectively either on own and as part of a team.
- Must be able to plan and direct the work activities of self and others.
- Must be able to read and carryout various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence.
- Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public.
- Must be able to perform responsibilities with composure under the stress of competing deadlines/requirements which require high quality productions in a fast paced environment.
- Must be able to effectively handle multiple, simultaneous, and changing priorities.
- Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Acknowledgement

I acknowledge that Topeka Civic Theatre & Academy will conduct a periodic background check on all active employees and I consent to, and authorize, TCT to do so as frequently as yearly while I am employed with the organization.

Nothing in this position description restricts management’s right to assign or reassign duties responsibilities to this job at any time.

This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

Topeka Civic Theatre & Academy is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

I have received a copy of the personnel policy manual and know questions should be directed to the CEO.

TCT considers itself the primary employer for all full-time staff. TCT employees may not assume outside employment or any volunteer activity that would hinder or otherwise prevent them from working their hours or successfully completing their duties in a timely manner. Outside employment must be approved by CEO and volunteer activities approved by their supervisor

All volunteer activities an employee engages in at TCT or HHT must be accurately documented on TCT’s volunteer tracing form.

Employee signature

Date

President/CEO signature

Date