



ARTS CENTER ENTERPRISES
MAJESTIC THEATRE & CHARLINE MCCOMBS EMPIRE THEATRE
AT THE JOCI STRAUS PERFORMING ARTS CENTER

Theatre Services Manager

Arts Center Enterprises, LLC is seeking a Theatre Services Manager for the Majestic Theatre and Charline McCombs Empire Theatre. Reporting to the Customer Experience Director, the Theatre Services Manager is responsible for the success of front of house (FOH) operations and will serve as a liaison between the usher team and house management. The Theatre Services Manager (TSM) oversees part-time employees under the supervision of the Customer Experience Director and is responsible for scheduling and tracking usher attendance. This position creates a fun and lively environment for ushers, support staff and patrons while aiming to coach/encourage ushers, troubleshooting issues, implementing emergency protocol, and providing first-rate customer service.

Theatre Services Manager responsibilities include:

- Present a professional attitude and quality customer service throughout FOH operations
- Support and assist the Customer Experience Director with day to day running of the department
- Assist with FOH presentation and staffing as needed
- Execute, evaluate and maintain efficient usher staffing levels for all shows
- Enforce House and production policies
- Serve in the rotation as the senior staff on duty during events
- Assist with the reporting and follow up for accident reports, insurance claims, and patron concerns
- Actively coach, train, and support part-time staff
- Contacts ushers with email blasts, deadlines, updates, incentives, etc.
- Other duties as requested

Qualifications:

- Understanding of Theatre Management and/or Event Management
- Proficiency in Microsoft Office
- Supervisory and leadership experience
- Experience in providing a superior level of customer service
- Ability to self-motivate to complete tasks with minimal supervision
- Strong organizational skills and exceptional attention to detail
- Outgoing and positive attitude complemented by a professional demeanor
- Excellent written and verbal communication skills complemented by strong listening skills
- Must be able to work a varied schedule including nights, weekends, and holidays as needed

Preferred Qualifications:

- Experience in theatre or venue/entertainment front of house operations
- Proficient in mastering a variety of software programs for scheduling, payroll and ticketing
- Strong problem solving and strategic thinking skills
- Proficient in managing multiple priorities simultaneously under high pressure situations
- Commitment to identify critical issues and effort to resolve them

- Ability to work collaboratively, proactively and professionally with a diverse range of people and organizations

How to Apply

Email resume and cover letter including the contact information for three professional references to justinsullivan@acetheatrical.com.

No phone calls, please.

Please write “THEATRE SERVICES MANAGER” in the subject line of your email.

Position is based in San Antonio, Texas.

The above statements are intended to describe the general nature of work performed by the Customer Experience Director. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position. ACE is an equal opportunity employer.