
Title of Position *	Theater Manager
Institution *	Bullock Museum
Position Location: City & State *	Austin, TX

Position Closing Date

About the Institution

Organizational Overview:

As the state's official history museum, the Bullock Texas State History Museum engages visitors in Texas history and culture through a variety of exhibitions, films, and programs. The Bullock Museum features three floors of galleries, an IMAX® Theatre and a 4D theater, a 200-seat cafe, museum store, classrooms, and multi-functional spaces. The museum has a staff of 70 and hosts nearly 400,000 visitors annually. Located in Austin's Capitol Complex, the Bullock Museum is a part of the State Preservation Board, a prestigious state agency that also operates the State Capitol, the Texas Governor's Mansion, and other Texas landmarks for the benefit of all Texans. For more information, visit www.thestoryoftexas.com.

The IMAX Theatre and Texas Spirit Theater

The Bullock Museum houses two state-of-the-art theaters, a 3D IMAX Theatre with the biggest screen in Texas and the Texas Spirit Theater, a 4D special effects theater updated with the latest immersive theater technologies. The IMAX Theatre features a new screen, projector, and audio system and currently screens 2D and 3D documentaries and feature films. Both museum theaters screen films daily and are multi-functional spaces with the capacity to host innovative programming including live theater, concerts, film festivals, and lectures. Future plans for both theaters include expanding offerings for all audiences including adults, families, and students, and increasing revenue.

Institution Website Address	http://www.thestoryoftexas.com
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Summary of Responsibilities

Position Summary:

The Theater Manager oversees all front-of-house operations and works closely with visitor services staff for the Spirit Theater and the IMAX to ensure an optimum theater-going experience for all visitors. Reporting to the Director of Film and Theater, this position supports the museum's mission of becoming a destination for film and theater by creating a programming schedule that broadens audience and increases revenue. The Theater Manager's goals include fostering repeat visitors by providing a pleasant, high-quality, and efficiently run front-of-house operation. Works closely with the Visitor Services Manager in monitoring online ticket sales, enhancing the guest experience, and managing concession operations. The Theater Manager works under limited supervision with latitude for initiative while demonstrating sound, independent judgment, cross-departmental collaboration, and maintaining a guest-first customer service approach. 40 hour work week, but schedule may vary depending on evening and weekend events. Performs all other duties as assigned. *Must be able to work with the Museum's 360 day-per-year schedule that may include weekends, evenings and/or holidays, including on short notice.

ESSENTIAL JOB DUTIES: For purposes of this agency's job descriptions, "essential job duties" are defined as assigned tasks that are critical or fundamental to the position and not marginal. If an individual is qualified to perform the essential job duties, he or she must be able to perform the essential job duties with or without reasonable

accommodation.

- o Communicates accurate information to all museum departments on film and theater events, schedules, promotions, and pricing, ensuring that staff and visitors remain well informed.
- o Collaborates with the Museum's Director of Marketing and Communications on marketing and promotions efforts to raise awareness and Museum's branding.
- o Updates and maintains theater schedules in the Museum's Altru ticketing system.
- o Uses Altru and Counterpoint POS systems to accurately and securely process cash, credit cards, and discounts/vouchers according to museum procedures, researches, trouble shoots and resolves issues as they arise, while collaboratively mentoring staff to maintain proficiency in cash-handling duties.
- o For department special events and programs, manages and/or implements theater opening and closing procedures; maintains designated currency levels in the safe and cash drawers and processes deposits and change orders through the State Comptroller's office.
- o Promptly, calmly, maintaining a guest-first customer service approach, responds to routine visitor inquiries, being able to think quickly to resolve any concerns, using best judgment.
- o Manages theater concessions working with the Director of Film and Theatre and Visitor Services Manager to provide popular food and beverage offerings.
- o Manages concession inventory, researches and recommends products, purchases, pricing and receivables in the POS system following Museum procedures while ensuring accurate inventory levels are maintained.
- o Works with the SPB's accounting staff and internal auditor as necessary to ensure SPB and Museum policies and procedures are followed
- o With Director of Film and Theater, proposes, creates, schedules and manages select performing arts programming at the Museum and on the Museum's exterior Lone Star Plaza.
- o Assists and represents the Director of Film and Theater in working with partners for special screenings and programs.
- o Works collaboratively on film and event marketing and outreach to increase attendance and revenue by researching target audiences, promotions, and local film market.
- o Analyzes and monitors visitor flow and demographics, making improvements in theater scheduling, pricing, and packaging of programs to increase attendance and revenue.
- o Meets regularly with the Director of Film and Theater, and writes and composes PowerPoint presentations on programs and proposals as needed.
- o Works collaboratively with other departments attending cross-departmental meetings to stay informed of museum happenings; accommodates special staffing and theater requests.
- o Assists visitors and employees in safe building evacuations and communicating emergency procedures as needed.
- o Demonstrates knowledge and continuing compliance with all applicable security and safety rules, regulations and standards.
- o Performs all duties in a manner that promotes confidence in the State Preservation Board and its employees.
- o Performs other duties as assigned.
- o Regular attendance is an essential job duty for all State Preservation Board positions.

Required Qualifications

MINIMUM QUALIFICATIONS: The successful candidate will have a college degree in hospitality, film, theater, the arts, or related discipline, or the equivalent of (3) years' comparable experience. Must have two (2) years of progressively responsible experience in theater management, retail, hospitality, museums, cultural institutions, or related industry. Experience must demonstrate customer service work with the public, and data analysis experience. Experience using POS software, cash handling, and Microsoft Office computer skills in Windows environment are required. Must think collaboratively and customer-first, creatively displaying effective, collegial, interpersonal, verbal, and written presentation skills, including public speaking. Requires scheduling flexibility to work evenings, nights, weekends and/or holidays as needed.

PREFERRED QUALIFICATIONS: The ideal candidate will have 4 years of relevant experience. One or more years of experience using Altru, and Counterpoint POS software programs. Experience using data analysis to identify and increase visitation and revenue trends. Prior experience booking films, and knowledge of operations and set up of A/V equipment; video editing skills. In addition, the preferred candidate should possess bilingual skills in English and Spanish, or American Sign Language, and have an understanding of universal accessibility requirements for event spaces as established by the ADA.

Compensation

Full-Time
*Tuesday–Wednesday 10:00– 7:00 pm, Thursday–Saturday, 2:00 to 11:00 pm Some Sundays and holidays
\$3416.66 – \$3541.66 month

Apply at this Website: <http://www.tspb.state.tx.us/spb/spb/employ/employ.htm>

Apply with this email: TSPB.Employment@tspb.state.tx.us

Special Instructions to Apply:

If you meet the qualifications, submit a State of Texas application to the State Preservation Board (SPB): 201 E. 14th Street, Suite 950, Austin, Texas, 78701, Fax (512) 463–3372, or Email

TSPB.Employment@tspb.state.tx.us. All resumes must be accompanied by a fully completed state application. Incomplete applications may be disqualified at the agency's discretion. All applications must be received by the SPB by the close of business on the final day posted for consideration. All applicants are also invited to visit our agency's website at: www.tspb.state.tx.us. For additional information call (512) 463–5495. Only interviewed applicants will receive notice of the final selection process.

Contact Name * Valerie Rockwell

Are you a current TAM Member? * • Member

Contact Phone Number * (512) 463–3633

Contact Email * valerie.rockwell@tspb.state.tx.us

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