

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Operations Manager, Doris Duke Theatre
Department:	Theatre
Supervisor:	Director, Doris Duke Theatre
Employment Status:	Full Time
FLSA Status:	Exempt
Work Hours	Flexible 8:00 a.m. to 5:00 p.m. with evenings and weekends
Issue/Reissue Date:	1/15/2016

The Honolulu Museum of Art (Museum) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawai'i, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The Museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

Job Summary: Oversees all operational day-to-day logistics of the Doris Duke Theatre including box office management, concession management, all technical and audio-visual needs, and visitor experience. Manages a team of projectionists, theater attendants, volunteers, and interns.

Minimum Qualifications:

- College degree with two to three years' experience with various media presentation equipment, including film projection equipment, stage lighting, and audio equipment.
- Experience with building management.
- Event planning experience in Hawai'i.
- Two to three years of experience of overseeing operations and staff for a renowned theater program, public program, or performing arts department at a recognized museum, theater, or university.
- Maintains rigorous attention to detail, excellent organizational abilities, and able to manage multiple deadlines.
- Ability to work evenings, weekends, and holidays as required.
- Ability to work independently and as part of a team.
- Excellent customer service skills.
- Excellent writing, grammar, and research skills.
- Ability to work with diplomacy at all times.
- Ability to take initiative, multitask, and work graciously in a fast paced environment.

Desired Qualifications:

- Experience with various media presentation equipment, including film projection equipment, stage lighting, and audio equipment with the ability to oversee, operate, and maintain all media presentation equipment.
- Experience with building management.
- Effective management skills. Must be able to oversee and manage a team of projectionists, box office attendants, volunteers, and interns.
- Must be highly organized, meticulous, and detail oriented.
- Ability to keep detailed and accurate records of transactions.

- Excellent written and verbal communication skills.
- Ability to manage and execute several large projects with competing deadlines.
- Proficiency in on-line research. Working knowledge of word processing, spreadsheets, and databases. Must be proficient in MS Word, Excel, social networking, and computer programs.

Essential Duties:

- Works closely with the Director, Theatre and the Assistant to Director, Theatre to ensure that all Theatre programming, film festivals, lectures, and events are executed with excellence and in a professional manner.
- Oversees the day-to-day operations of the Theatre.
- Manages the scheduling, supervision, and training of Theatre staff, volunteers, and interns. Works with the Human Resource Department to post position openings in the Theatre and conducts initial interviews.
- Submits timesheets and payroll information to Finance per the payroll schedule.
- Approves Time and Attendance for theatre staff.
- Manages the box office. Inputs monthly ticketing information into the ticketing system, balances daily cash receipts, and submits deposits to Finance.
- Oversees the operation and the maintenance of all audio visual services including projection, sound and lighting equipment, instruments including those rented for the occasion, video and computer presentation equipment, and all other equipment in the Theatre. Oversees the inspection of all films, Blu-ray, DVDs, and EC files sufficiently prior to projection so that the projection runs smoothly as scheduled. Ensures that the equipment is in working order for each performance as needed. While using projection equipment, keeps film/video in focus and operates the audio-visual equipment in a manner that ensures excellent picture quality. Operates audio equipment in a manner that ensures excellent sound quality. Skillfully manipulates dials, controls, switches, film and film splicing equipment, and computer keyboard. Is able to kneel, stoop, bend, reach with hands and arms, and push, pull, lift, and carry up to 40 pounds overhead. Is able to navigate inclines, uneven walkways, stairs, and narrow spaces. Handles, with utmost care, films, DVDs, and other film formats and ensures their safe keeping while in the possession of the Theatre.
- Oversees the operations, inventory, and finances of the Concession stand.
- Actively manages all logistical, technical, and food and beverage aspects of film festival receptions, theatre events, and programs so that all events and programs run smoothly and operate according to a set plan. Works collaboratively with the Museum's food and beverage director, café staff, operations, special events, and communication departments to execute events. Coordinates the food and beverage for these functions as needed and ensures that a liquor license is obtained if required. Insures that the food and beverage are properly served and disposed according to local, state, and federal laws and regulations. Coordinates with Museum security for the safety of these events. Ensures that the event runs smoothly in accordance with Museum policy and with local, state, and federal laws and regulations.
- Oversees the maintenance and cleanliness of all Theatre facilities. Works with museum operations to address facility cleaning, maintenance, and any infrastructure issue.
- Ensures that the Theatre is a safe and suitable working environment. Works with Museum security to ensure that the Theatre maintains the highest quality security and safety measures for patrons and Museum staff.
- Ensures that the Theatre complies with all local, state, and federal laws and regulations.

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The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

- Assists Museum departments with requests for audio and visual technology for projects or meetings and ensures that the technology runs smoothly as scheduled.
- Coordinates with curators, artists, musicians, lecturers, and other performers in advance and on the day of event to ensure that staging requirements are met and follow the Museum's high standard of presentation. Arranges for the safe-keeping of the equipment of performers.
- Maintains active networking with community members, sponsors, members of the film industry, members of the press, etc. in close collaboration with Director, Theatre and Assistant to Director, Theatre.
- Participates in executing the Theatre's education programs.
- Ensures that all visitors and Theatre patrons receive excellent customer service. Interacts pleasantly with Theatre patrons. Responds courteously to requests for assistance from a diverse group of people attending Theatre programs. Strives to make Theatre patrons feel welcome. Exhibits a friendly manner and answers questions and requests for assistance as appropriate.
- Attends planning meetings as needed or requested.
- Responds promptly and courteously to inquiries from Museum staff and from the public.
- Represents the Museum in a professional and courteous manner at all times.
- Ensures that Theatre events, films, concerts, and programs are carried out in accordance with the Museum policies and comply with all local, state, and federal laws and regulations.
- Keeps accurate and detailed records of all business transactions.
- Additional duties as assigned.

The successful candidate should demonstrate the following traits and characteristics:

- Ability to manage the duties of this position without close supervision. Be self-motivated and highly organized to initiate and to complete projects in a timely manner. Works alone, and as a team member, with Theatre staff and Museum staff to ensure maximum quality operations.
- Exhibits a polished presence, diplomacy, discretion, and a deep respect and understanding of the local community served by the Museum and of the Museum's vision, mission, and values.
- Able to think independently while keeping the best interests of the Museum in mind.
- Responds calmly when problems occur and creatively seeks solutions so that events can continue seamlessly.
- Ability to work collaboratively internally with the Theatre and the Museum and externally with the public.
- Excellent written and verbal communication skills. Excellent leadership and customer service skills with the ability to interact positively with a diverse group of people.
- Excellent organizational skills with the ability to plan practically, to think strategically, and to respond effectively to problems. Excellent time management skills, attention to detail, and the ability to work under pressure, to prioritize, and to delegate effectively.
- A cheerful, calm, positive, and professional attitude.
- Ability to ensure that the Theatre responds successfully to changes in technology.
- Ability to contribute to the Theatre's continuing education programs.
- Integrity, loyalty, honesty, and imagination.

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Working Conditions and Atmosphere:

- This position works with minimum supervision. Due to the nature of the responsibilities, evening and weekend work is required, and, at times, may be on an emergency basis.
- This position involves working in normal light as well as in semi-darkness in the projection booth. Noise level is usually normal, but can be loud during performances.
- Air quality is normal for an air conditioned environment, although there are chemical fumes when cleaning films and projection equipment.

Department Approval

Date

Employee Signature

Date

Human Resources

Date

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