



Business & Operations Director Job Description

The Business and Operations Director is responsible for managing the business aspects of the theatre with a primary focus on program development and increased engagement as well as overseeing the day to day activities and duties of the theatre.

This position reports directly to the Board of Directors, and oversees a part time Artistic Director, front of house staff, and teachers.

This is a full time, 40 hr, non-exempt position. Scheduling is flexible, but nights and weekends will sometimes be required. Start date early September, with some flexibility on exact date.

Salary: \$48,000-\$52,000, depending on experience. While we are unable to offer benefits at this time, we are actively pursuing this option for our next fiscal year, Sept 2025.

Responsibilities:

Business Management (40%)

- Hire, onboard, train and oversee front of house staff/volunteers
- Provide bookkeeper with the necessary information each month to maintain proper financial records and run payroll
- Create contracts and manage invoicing for private programs
- Marketing - help produce web content and manage social media accounts, day of show content capture
- Maintain and update the Upfront Website as needed
- Provide input and data during annual budget process, led by the Board of Directors and the Executive Director
- Create budget, concession, and ticket sale reports as requested

Program Management & Development (40%)

- Serve as main communicator for class students and show patrons
- In conjunction with Artistic Director, manage scheduling of classes and lead student and teacher communications
- Support Board of Directors in strategizing and implementing a sustainable plan for increased engagement/enrollment for classes, shows, and workshop
- Oversee BizProv and Private Show programs - work with clients to create experiences that meet their needs, confirm logistics and maintain/update materials about these programs
- Develop and maintain relationships with local businesses, clients, and patrons to help grow client base for theatre programs



Theatre Operations (20%)

- Purchase and track concessions items in compliance with WA State Liquor Laws
- Maintain Theatre space with support from front of house staff, and suggest needed improvements and repairs with Executive Director and Artistic Director
- Manage theatre schedule - including visiting performer/rental logistics, artist communication, tracking and reporting

Qualifications and Experience

The ideal candidate will have excellent people and communication skills to develop, build, and maintain strong relationships with internal and external stakeholders.

While no one can be an expert at everything, candidates who meet most of the following qualifications will receive strong consideration:

Required

- Professional work habits: punctual, responsive, organized, ability to manage multiple projects, attention to detail, and the executive function to see projects to completion
- Strong verbal and written communication skills
- Ability to work regularly in solo, and manage own deadlines and seek support from the Executive Director and Board of Directors as needed.
- Sense of humility, humor and play
- Willingness to learn new skills
- Experience implementing an approved budget
- Passion or enthusiasm to learn about the theatre arts, improv, and comedy

Preferred

- Experience in non-profit or business management
- Experience with program development and assessment
- Experience managing staff, communicating transparently and creating a welcoming environment
- Competency with Google Drive and Gmail and Microsoft Office Suite (Excel and Word)
- Familiarity with non-profit sector, theater, and/or improv theater a plus
- Ideal candidate pictured below:



Working Environment:

We expect that the person filling this role will live in or near Whatcom County with easy access to our theatre, located downtown Bellingham on Prospect St. The



position will involve a mix of computer-based work, team meeting, front of house supervision, and tasks in the theatre space.

Computer work may be done through a combination of off site/at home time and while at the theatre may make use of the theatre space or shared conference room as work space.

How To Apply:

Please submit a **cover letter, resume, and contact information for two references** to hire@theupfront.com with "Your Name, BizOps Application" in the subject line. All materials should be sent as one attachment in PDF (.pdf) format. Direct any questions to the Upfront Hiring Team at hire@theupfront.com.

*Priority application deadline is July 16. Position to remain open until filled. *

Before actual hire, prospective employees must pass a thorough background check. If any concerns arise, we will review them with the candidate and evaluate potential implications within a broader context and relevance to the position.

The Upfront Theatre is actively committed to social equity and justice and encourages candidates of all racial and gender identities, cultural and economic backgrounds, and of any sexual orientation to apply. The Upfront Theatre is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, veteran status, or marital status in employment or the provision of services.