



Job Title: Director of Operations

Organization: The Colonial Performing Arts Center, Keene NH, is a nonprofit organization comprised of the historic 900 seat Colonial Theatre and recently completed flexible, seated/standing Showroom with a capacity of 140 - 270. The organization is committed to equity, diversity, inclusion, and accessibility throughout all areas of our work, acknowledging this commitment is core to our mission and vision. Following an extensive renovation/expansion to the stage house and lobby, the historic Colonial will reopen in April of 2022.

Position Summary: Reporting to the Executive Director, the Director of Operations is a full time, senior leadership position responsible for planning and directing audience services, front-of-house, non-technical facility operations, information technology and in house ticketing system, ensuring the efficient day-to-day running of the Colonial Performing Arts Center. The Director of Operations will play a significant role in the planning for and reopening of the historic theatre and has strong potential for growth.

Duties and Responsibilities

- Provide in-person leadership, supervision, and on-site support for the operations team on a regular basis for live events, film series and special events
- Supervise and manage Audience Services & Ticketing, House & Volunteer Management, coordination of security, ushers and bar/concession operations
- Develop and maintain positive, collaborative working relationships with all other departments, in particular Production & Facility and Audience Services
- Work closely with Production & Facilities and Audience Services to advance rental clients and artists' needs for events – responsible for managing and fulfilling non-technical needs
- Responsible for delivering a consistently excellent customer experience for patrons, artists, community renters and promoters
- Foster a team-based culture focused on problem solving, respect, communication, and collaboration
- Demonstrate strong interpersonal skills and the ability to work enthusiastically with a wide range of individuals to promote productive partnerships and relationships

Desired Qualifications

Bachelor's degree in an applicable field; superior written and verbal communication and people skills; 3 years of management and supervisory experience in theater, performing arts, event management, hospitality, or related experience; experience hiring, training and supervising staff with direct report responsibility; excellent, prompt problem solving skills; maintaining calm and sense of humor under pressure; must be able to work nights and weekends; experience working in a non-profit organization

Compensation/Application

Compensation is competitive and commensurate with experience; generous benefits package includes health, vision, dental and life insurance, paid time off and employer retirement contribution.

To apply, e-mail cover letter, resume and references to katie.folts@thecolonial.org with subject line: Director of Operations Search, or mail to Director of Operations Search, Colonial Performing Arts Center, PO Box 77, Keene, NH 03431. We invite you to visit our website www.TheColonial.org.