General Manager (Part-Time)

Position Description

Position Title

General Manager (Part-Time)

Reports To

Board of Directors

Status

Part-Time, Non-Exempt or Exempt (as determined by applicable federal and Washington State law)

About Lakewood Playhouse

Founded in 1938, Lakewood Playhouse is one of Washington State's oldest continuously operating community theatres. Located in the heart of Lakewood Towne Center, the Playhouse presents a year-round season of theatrical productions, educational programming, new work development, and community events that enrich the cultural life of the South Sound.

Our mission is:

To build community through theatre by presenting work that entertains, educates, and enlightens while fostering an atmosphere of respect, belonging, and empowerment for all.

The General Manager plays a critical role in ensuring that the organization operates efficiently, sustainably, and in alignment with this mission.

Position Summary

The General Manager serves as the chief administrative and operational leader of Lakewood Playhouse. Working in close partnership with the Artistic Director, the General Manager

oversees the theatre's business operations, finances, human resources, facilities, patron services, administrative systems, and organizational infrastructure.

The General Manager is responsible for ensuring the theatre operates efficiently, responsibly, and sustainably while supporting the artistic mission of the organization. This position reports directly to the Board of Directors and collaborates regularly with Board officers, committees, volunteers, staff, and community partners.

The General Manager shares responsibility for organizational leadership with the Artistic Director, recognizing that artistic excellence and operational excellence are equally essential to the success of Lakewood Playhouse.

Primary Responsibilities

Organizational Leadership

- Manage the day-to-day administrative operations of the organization.
- Develop and maintain efficient organizational systems and workflows.
- Implement policies adopted by the Board of Directors.
- Assist with strategic planning and organizational initiatives.
- Foster a collaborative, inclusive, and respectful workplace culture.
- Ensure compliance with organizational policies and applicable federal, state, and local regulations.

Financial Management

- Prepare annual operating budgets in collaboration with the Treasurer, Finance Committee, and Artistic Director.
- Monitor organizational cash flow and financial performance.
- Maintain accurate financial records with the organization's bookkeeper and CPA.
- Produce regular financial reports for the Board of Directors.
- Monitor production and operating budgets.
- Oversee purchasing and vendor relationships.
- Support annual audits and financial reviews.
- Recommend strategies that strengthen the long-term financial sustainability of the organization.

Human Resources

- Recruit, onboard, supervise, and evaluate administrative staff.
- Maintain personnel records.
- Coordinate payroll and employee benefits.
- Ensure compliance with employment laws and workplace policies.
- Support volunteer recruitment, onboarding, scheduling, and recognition.
- Promote a healthy, equitable, and respectful workplace culture.

Operations and Facilities

- Oversee facility maintenance and repairs.
- Coordinate relationships with contractors, vendors, and service providers.
- Maintain insurance policies and organizational records.
- Ensure compliance with safety standards and risk management practices.
- Manage building schedules and facility use.
- Oversee office operations, technology systems, and administrative infrastructure.

Patron Services and Ticketing

- Oversee front-of-house operations and patron services.
- Support the Box Office and ticketing systems.
- Monitor customer service standards.
- Assist in improving patron experience and accessibility.
- Maintain patron databases and organizational records.

Development Support

Working collaboratively with the Artistic Director and Board Development Committee:

- Maintain donor records.
- Process charitable contributions.
- Support grant administration and reporting.
- Coordinate fundraising logistics and events.
- Prepare reports related to contributed income.
- Assist with sponsorship fulfillment.

Marketing and Communications Administration

Working collaboratively with the Artistic Director:

- Coordinate website updates.
- Maintain organizational databases.
- Support email communications.
- Assist with season brochure production.
- Coordinate print materials and administrative marketing needs.
- Track marketing metrics and audience data.

Board Relations

- Attend Board meetings as requested.
- Prepare operational and financial reports.
- Support committee meetings.
- Assist with Board communications.
- Maintain organizational records and official documents.
- Support implementation of Board-approved strategic priorities.

Community Relations

Represent Lakewood Playhouse professionally while developing relationships with:

- Community organizations
- Local businesses
- Government agencies
- Educational institutions
- Volunteers
- Patrons
- Funding partners

Qualifications

Preferred qualifications include:

- Experience in nonprofit arts administration, theatre management, nonprofit management, or business administration.
- Strong financial management and budgeting experience.
- Experience supervising employees and volunteers.
- Knowledge of nonprofit governance and Board relations.
- Excellent organizational and project management skills.
- Strong written and verbal communication skills.
- Experience with donor databases, ticketing software, or CRM systems preferred.
- Proficiency with Microsoft Office and Google Workspace.

Equivalent combinations of education and experience will be considered.

Desired Characteristics

The successful candidate will demonstrate:

- Integrity and professionalism
- Excellent organizational skills
- Financial stewardship
- Collaborative leadership
- Strong interpersonal skills
- Commitment to diversity, equity, inclusion, and accessibility
- Excellent judgment
- Flexibility and adaptability
- Ability to manage multiple priorities
- Passion for the performing arts and community engagement

Physical Requirements

This position requires occasional lifting of up to 30 pounds and the ability to move throughout the theatre facility. Evening and weekend work is regularly required to support performances, meetings, fundraising events, and organizational activities.

Compensation

This is a part-time position. Compensation is competitive and commensurate with experience. Benefits, paid leave, and schedule will be determined by the Board of Directors and outlined in the employment agreement.

Equal Opportunity Employer

Lakewood Playhouse is committed to creating a welcoming and inclusive environment for all employees, volunteers, artists, and patrons. We celebrate diversity and are committed to fostering an atmosphere of respect, belonging, and empowerment. We encourage qualified applicants from all backgrounds, experiences, and identities to apply.

Relationship with the Artistic Director

The General Manager and Artistic Director serve as collaborative partners, each bringing complementary expertise to the leadership of Lakewood Playhouse. The General Manager leads business operations and organizational administration, while the Artistic Director leads artistic programming and creative vision. Together, they work with the Board of Directors to ensure the long-term artistic excellence, financial sustainability, and community impact of the organization.