

**Syracuse Area Landmark Theatre**  
**General Manager (Full Time, Exempt)**  
On Site

Syracuse Area Landmark Theatre owns and operates the historic Landmark Theatre property, and is responsible for its maintenance, preservation, restoration and improvements. The Landmark Theatre is the premiere destination for touring concerts, comedians, family shows, and Broadway productions in central New York, and has its own, rich 95+ year history.

The General Manager is responsible for the safe and successful execution of Front of House operations for public and private events, while helping the Landmark to meet its customer service and financial goals. The Landmark Theatre hosts more than 100 of private and public events each season.

**Qualifications**

- Five years of experience in event management, concessions management, or related fields,
- Five years of experience managing direct reports,
- Excellent written and verbal communication skills,
- Demonstrated ability to work collaboratively with staff, up, down, and sideways,
- A passion for live arts and entertainment and our community,
- Strategic thinking and problem-solving skills;
- Flexibility and adaptability

**Responsibilities**

The General Manager provides oversight of patron facing front-of-house operations including:

**Event Management - Overall**

These responsibilities will require work on numerous nights and weekends, especially during the Landmark's event season (September to June).

- Provide FOH event management as required (will also be in rotation with the other Senior Staff members for Senior FOH management).
- Responsible for setting and meeting expectations for safe and efficient events
- Oversees Event Management team
- With Event Management team, oversees staffing and performance of concessions, maintenance, security, house captains and volunteer ushers during events
- Responds to customer service requests and concerns.

## **Staffing:**

- Responsible for hiring of Event Managers and Assistant Event Managers, and setting and regular review of expectations
- Recruiting and scheduling concessions staff, volunteers and house captains,
- Setting expectations for these departments and, with Event Management, ensure that expectations are being met.

## **Private Events:**

Private Events include events such as weddings, anniversaries, graduations, corporate meetings and other non-ticketed events.

- Estimating, booking, scheduling and staffing (concessions, security and custodial).
- Scheduling subcontractors such as furniture rentals, caterers and AV suppliers.
- Scheduling Syracuse Fire Department Fire Marshals
- Ensuring private renter receive an exceptional experience and customer service.

## **Concessions Operations**

- Maintaining of correct inventory levels of consumables including beer, wine and spirits, glassware, food items, etc.
- Must be familiar with operations of point-of-sale systems and cash management.

## **Physical Requirements**

- **Lifting and Carrying** Will occasionally be required to lift and carry up to 50 pounds.
- **Walking:** must be able to move about on foot for up to 8 hours, with breaks. Capable of climbing up to four flights of stairs at a time.
- **Speaking:** Expressing or exchanging ideas in English by means of the spoken word to impart information to clients, coworkers, direct reports or the public loudly or quickly.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes or alarms). This includes in person speech, Telephone, other remote speech, alarms, other sounds