

# Detroit Public Theatre

Detroit, MI

## Associate General Manager (Full-Time, Salaried)

The Associate General Manager will be responsible for oversight and on-site management of the following areas: Box Office, Merchandise, Front of House and Security Management, Company Management and will be the primary liaison with our bar operator. This position will be present at all DPT performances, overseeing all front of house activities and acting as support where needed. The Associate General Manager will also work closely with our Box Office Associate, managing the DPT box office software (Patron Manager), and with our Events Coordinator on event rental contracting. The Associate General Manager will report to the Production and General Manager and to the Producing Artistic Director overseeing operations.

### HOW TO APPLY:

Please fill out this google form so our team can review your application:  
<https://forms.gle/zwSiCUm2JVwxnrDZ7>

### Job Details:

Job Type: Full-time exempt (40 hours/week; in person)  
Primarily late afternoons/evenings and weekends. Weekly schedules fluctuate to align with company and event needs  
Salary: \$50,000 with benefits package including health, dental, vision and life insurance  
4 weeks paid time off and additional federal holidays  
Position Start Date: ASAP

### Duties include:

#### Front of House Oversight

On-Site support for the bar, house management, security, box office, and parking staff during all DPT produced events.  
Responsible for front of house employee schedules including security, parking and house managers.  
Communicate with the bar operator about staffing needs, weekly events and performance needs.  
Coordinate and track certification and schedule first aid training for FOH staff  
Keep up to date on OSHA guidelines (evac planning, first aid kit expiration dates and continuing to look for other ways to adhere to safety guidelines).  
Assist in volunteer usher scheduling and management.

## Box Office and Merchandise Oversight

Hire, train, schedule and manage box office staff.

Coordinate with the Connectivity and Community Engagement Manager and Box Office Associate to manage group sales processing.

Answer phones, respond to phone messages, and answer emails pertaining to FOH, Box Office, Company Management and General Management inquiries.

Manage and lead all tasks related to office management including preparing and picking up mailings, and other day to day tasks.

Responsible for all cash banks during operations and daily cash reconciliations.

Provide oversight for the following merchandise duties:

Inventory and reporting

Square sale system reporting

Create and manage tracking documents for merch gifts, donations, and inventory

## Company Management

Facilitate and organize food delivery, setup and supplies for tech week, first rehearsals, and opening nights

Coordinate with supervisors to book and communicate travel and housing details for out-of-town artists

Greet company artists when they arrive from out of town

Respond to company needs for artists who are in from out of town throughout their stay

Arrange post production (apartment clean up, key return, airport drop offs)

Create and maintain a mileage tracking system for DPT vehicles if they are lent out to artists

Managing Uber, Lyft, and Airline accounts

Manage theatre door access and controls for show staff and artists

## General Management

Assist Production & General Manager with artist contracting

Assist Production & General Manager with coordinating the building usage calendar

Coordinate facility needs with Technical Director

## Rentals

Create, manage and process contracting for all event rentals

## Qualifications:

This position will be taking on the day to day responsibilities of management of front facing operations for the organization. DPT is entering its tenth season. As we continue to grow and change, our staff and the way in which we work is evolving. The Associate GM centralizes our FOH operations and communications. This position will have interaction with the entire company as well as our audiences.

The ideal candidate is motivated by the creation of new systems and is a person with strengths that lean towards customer service, hospitality and organization. We are looking for a team member that is up for a collaborative working environment and excited about being in the DPT space and engaging with our team and audience while also serving some very tactical needs of the organization.

## Education and Experience

Though degrees in related fields are welcomed, no educational threshold is required as a prerequisite to employment

3 to 6 years of related experience or training is encouraged for this position

## Computer Skills

Proficiency in Microsoft Office/Google Suite.

Proficiency in management of company cloud platforms.

Ability to quickly learn and incorporate new computer programs and ticketing systems.

Proficiency in creation and organization of team cloud drive platforms.

Proficiency or experience with ticketing systems and POS systems.

Ability to manage ticketing software and square software.

## Financial Skills

Basic accounting knowledge

Understanding of budgeting

Cash Management experience

## Language Skills

Reading, interpretation, and thorough communication of information including, but not limited to financial documents and contractual agreements.

Comfort facilitating large group conversations.

Ability to write routine reports and correspondence.

Proficiency in proofreading skills for official documents as needed.

## Practical Skills/Requirements

Reliable transportation and a valid state-issued ID or driver's license are required.

## Other Preferred Skills and Abilities

Experience with and appreciation of the performing arts is greatly encouraged

Comfort with individual and small group management

Night and weekend availability

## Equal Opportunity Employer

Detroit Public Theatre is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, religion, national origin or ancestry, citizenship, age, physical ability, gender, sexual orientation, marital status, criminal background, or any other characteristics prohibited by law. We are

dedicated to maintaining a policy of inclusion, respect, and diversity in recruitment, hiring, promotion, training, compensation, benefits, and treatment during employment.

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Detroit Public Theatre welcomes all candidates and is committed to eliminating barriers. DPT is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, religion, national origin or ancestry, citizenship, age, physical ability, gender, sexual orientation, marital status, past involvement with the criminal punishment system, or any other characteristics prohibited by law. We are dedicated to maintaining a policy of inclusion, respect, and diversity in recruitment, hiring, promotion, training, compensation, benefits, and treatment during employment.

## About Detroit Public Theatre:

Founded in 2015, Detroit Public Theatre’s mission is to produce nationally recognized plays and programs with world-class writers, directors, actors, and designers in the heart of Detroit’s cultural district. We create bold, relevant work that illuminates the thrills, joys, and challenges of our shared human experience.

DPT produces 4 plays every year, each of which runs for 5-7 weeks. We are committed to making our plays accessible for all audience members through pick-your-price performances, discounted pricing, and touring productions. Our post-show dialogues facilitate important conversations about the questions posed by our plays, connecting audience members with each other and with our artists. We are proud to collaborate with inspired and inspiring artists and to share their work with our community. Among the members of our DPT family are TONY-nominated and MacArthur Genius Award winning playwright Dominique Morisseau—who also serves as Executive Artistic Producer—and playwright Noah Haidle, whose play BIRTHDAY CANDLES was DPT’s first commission and world premiere, and opened on Broadway at the Roundabout Theatre in April 2022.

Since our founding Detroit Public Theatre has welcomed over 30,000 audience members to 29 critically acclaimed productions. In addition to our productions, Detroit Public Theatre’s education programs have engaged more than 4,000 Detroit Public Schools students, and our Shakespeare in Prison program has worked with more than 300 men, women, and youth.