



HAWAII THEATRE CENTER

DATE: April 2019
JOB TITLE: Office Manager
RESPONSIBLE TO: Director of Business & Finance
RESPONSIBLE FOR: N/A
KEY RELATIONSHIPS:

Internal:

- Business & Finance Team
- Development & Marketing Team
- Senior Management Team
- Programing Team
- Box Office
- Concession Bar & Gift Shop
- Pantheon Contemporary Art Hall
- All Staff

External:

- Accountants
- Auditors
- Visiting Companies
- Patrons
- Supplier & Support Vendors
- Local Partners & Stakeholders
- Industry Partners & Stakeholders

Job Description: Office Manager

Hawaii Theatre has played a significant role in Honolulu’s cultural landscape since 1922. The mission of the nonprofit Hawaii Theatre Center, established in 1984 is to provide a broad range of entertainment, cultural and educational experiences; promote redevelopment and revitalization of downtown Honolulu/Chinatown; and enhance the quality of life in Honolulu. The Hawaii Theatre is a 501(c)3 non-profit organization and was recognized as the “Outstanding Historic Theatre in America” in 2005 by the League of Historic American Theatres and, in 2006, received an Honor Award by the National Trust for Historic Preservation. Listed on both the State and National Registers of Historic Places, the restored Hawaii Theatre re-opened in 1996, and attracts 80,000-100,000 patrons a year to its beautiful auditorium. The Hawaii Theatre Center is known for being balanced, thoughtful, effective, innovative and collaborative in the arts community, and has embarked on a strategy of utilizing its real estate holdings in the core of Honolulu to broaden its reach beyond the walls of the Historic Hawaii Theatre. For more information visit: www.hawaiitheatre.com .

POSITION:

The Office Manager is a member of the Business and Finance Team (Finance/HR/Development) who provides administrative support of the day-to-day functions of the Theatre, processes payroll and invoices, prepares membership and acknowledgement letters, maintains the database, and ensures accurate and accessible records.

KEY DUTIES:

Finance management, membership and donor letters, bank deposits and scanning of records, processing of payroll, development and grant support, general administrative duties.

AREAS OF RESPONSIBILITY:

- 1) Office support for the Theatre
 - Handles bookkeeping for the Theatre, including entering information into Sage, cutting checks, gathering materials for accountant.
 - Handles payroll and human resources duties
 - Prepares and distributes materials for board and committee meetings, orientation, orders lunch, takes meeting minutes
 - Receives, sorts, and distributes incoming mail
 - Mails or distributes signed checks
 - Creates, updates and maintains company logins, memberships, accounts i.e. Hawaii Compliance (DCCA), grants.gov
 - Updates bank signature cards with new board members annually or as needed
 - Maintains and updates board and staff directories
 - Coordinates and prepares donation requests
 - Scanning and filing of financial records and other HTC documents
 - Assisting in annual audits
 - Preparing program settlements
 - Notifying and collecting rental property monthly payments
- 2) Accurate and timely Development gift and membership processing and acknowledgement
 - Processes donations, membership gifts and pledges daily, including bank deposits
 - Coordinates printing, signature and mailing of gift acknowledgements within 48 hours of receiving a gift
 - Provides weekly summary/ reconciliation report of Development transactions to the accountant
 - Confirms and tracks corporate matching gift requests
 - Maintains filing and archiving of all gifts
- 3) Development database maintenance and data entry
 - Duplicate record clean-up
 - Name and address changes, returned mail updates
 - Adds information to donor records
 - Fulfills data and reporting requests for analysis, meetings, donor acknowledgement, mailings
 - Provides donor history and records for prospecting, as requested
 - Maintains and updates database guidelines
- 4) Office support for the Development Department
 - Maintains donor files and researches prospective foundations, corporations and individuals

- Provides customer service to donors requesting information on past donations and other donor records
- Assists with preparation of grant and sponsorship proposals and reports
- Assists with grant and sponsorship deliverables
- Assists with in-house mailings – membership renewals, invitations, annual fund
- Manages reservations for events
- Copy updates to Development section of website as needed

This list of responsibilities is not exhaustive, and the Office Manager may be required to perform additional duties as required by the Director of Business & Finance, Director level staff, the Chief Executive or the Board of Directors.

Experience and the ability to demonstrate the following competencies:

- Associate degree or equivalent of two years of experience in an administrative support position, preferably in a not-for-profit development office in an educational setting
- Two years' work experience using Sage and a CRM database, Patron Manager strongly preferred
- Strong attention to detail required
- Broad understanding of fundraising principals
- Excellent verbal and written communications skills
- Excellent interpersonal skills
- Ability to organize, multi-task and produce accurate and timely work
- Ability to work independently and as part of a team
- Excellent time management skills and the ability to problem-solve
- Strong business knowledge of development, non-profit office procedures
- Requires sound judgment, discretion and a high level of confidentiality.
- Must be willing to sign a confidentiality agreement.
- Ability to establish and maintain effective professional relationships with staff, board members, volunteers, and vendors, all with a goal of providing extraordinary customer service
- Reliable and dependable
- Must be available to work nights and weekends, as necessary
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
- Experience using desktop publishing programs is a plus

Attributes and Abilities:

- Demonstrate and encourage the ability to use initiative
- The drive to seek out training and development opportunities for oneself as supported by Hawaii Theatre Center
- Imaginative, creative and responsive attitude toward management
- Ability to plan strategically and organize resources effectively in a fast changing business
- To be innovative in seeking new opportunities to develop the services provided by the department
- Ability to work easily across all departments to achieve common aims and to see collaborative opportunities

Qualifications and Training

- Associates or Bachelors degree in Business or related field (or equivalent subject or experience)

Other

- Strong advocate for the charity: its vision, mission and in all its activities
- Flexible attitude to work both in hours worked but also in attitude to problem solving
- Some travel possible.
- Ability to work “theatre hours” required in order to interface with donors and sponsors on frequent holidays, evenings and weekends.
- Ability to lift and carry up to 25 pounds

Compensation will be commensurate with experience. Hawaii Theatre Center offers attractive benefits, currently including 100% paid health care, Flexible Spending account, short and long-term disability insurance, and a safe-harbor 401k contribution with a matching program.

Contact Information

Please submit a cover letter, resume and writing sample to Jeffrey Lee via email at jeffreylee@hawaiitheatre.com . Resumes will be reviewed as they are received. The position will be open until it is filled. No phone calls please.

Hawaii Theatre Center is an equal opportunity employer that does not discriminate on the basis of race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, citizenship status, national or ethnic origin, genetic information or any other protected status.

Disclaimer

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.