

JOB DESCRIPTION: General Manager

The General Manager works with and under the direction of the Executive Director to oversee all areas of operation of Big Top Chautauqua. This position oversees all positions plus some volunteers. The General Manager is the lead problem solver and customer care specialist – and is the main person charged with making sure that communication flows to all necessary people in the organization. This position oversees the implementation of the annual strategic plan and annual budget, and reviews all staff. This position is also the key financial oversight position and manages all accounts, financial records, and legal responsibilities.

Duties include but may not be limited to:

- Assist the Executive Director in all aspects of BTC Operations and Management.
- Lead all Human Resources duties.
- Oversee the office management and box office operations, and implement a training module for all box office operators.
- Oversee Marketing Manager and all Marketing duties.
- Oversee the Volunteer Coordinator and volunteer effort.
- Oversee all aspects of business operations.
- Work with Operations Manager to plan all aspects of BTC Summer Tent operations including grounds layout, staffing, training, procedures & policies.
- Be our main customer service problem identifier, trainer and solver.
- Be a key liaison with our Theatre Manager software, problem solve, train staff to use, and lobby developer to make key changes. Also work toward addressing customer concerns and complaints regarding use of the online software.
- Keep abreast of all communications including website. Help to coordinate upgrades to our current website.
- Assist with the I.T. needs of the organization.
- Be the “connector” of all of the various departments to ensure smooth operations, timeline coordination, good communication, excellent productions and excellent customer care.
- Assist with Office and Systems Management including ticketing/fundraising and software issues, database management, phone system, copiers, utility contracts, etc.
- Oversee and assist with merchandise issues, sales and training.
- Assist Development with the journaling and acknowledgment of donations, and training when necessary.
- Assist all with reports, mailings, eblasts, and other communications.
- Assist Executive Director with all phases of contracting and programming where needed.

Financial Management and Records oversight:

- Monitor all budgets and finances to ensure budgets and financial goals are met.
- Oversee our accounts and records using Quickbooks. Bookkeeping experience a plus.
- Work with contracted financial services to ensure timeliness and accuracy of all transactions.
- Oversee reconciliations of accounts.
- Responsible for payroll, taxes and audits, etc.
- Maintain historical records by filing documents.

- Prepare financial reports by collecting, analyzing, and summarizing account information and trends
- Comply with federal, state, and local legal requirements by studying requirements; enforcing adherence to requirements; filing reports; advising management on needed actions.
- Research issues of legal compliance and non-profit status compliance and makes sure that all documents are filed with state and federal agencies in a timely manner. Keep the organization current on all licenses and other legal requirements.
- Maintain controls and confidentiality regarding all financial matters.
- Assist Executive Director, other staff, and Board members as requested.

To apply: Send letter of interest with resume and salary requirements to Search Team, Big Top Chautauqua, PO Box 455, Washburn, WI 54891 or email to terry@bigtop.org. Best consideration given to applicants by August 5. Position open until filled.

July 2019