
Rentals & Operations Manager Position Description

TITLE: Rentals & Operations Manager

FLSA: Full Time Exempt

REPORTS TO: Associate General Manager

DATE: 7/21/2023

DEPARTMENT: Administration

POSITION DESCRIPTION:

The Rentals & Operations Manager is responsible for managing Woolly Mammoth's rentals and facilities operations. This position reports to the Associate General Manager, sits within the Administrative Department, and offers the opportunity to help an exciting and innovative theatre company in its day-to-day operations.

DUTIES & RESPONSIBILITIES:

Facilities & Building Operations

- Serve as the facilities operations point-of-contact for the building and organization;
- Manage maintenance contracts and agreements for the various facility vendors including HVAC, elevators, pest control, plumbing, electric, etc.; liaise with Penn Quarter Controlling Entity (PQCE) for shared facilities as appropriate.
- Create the annual maintenance plan for the building facilities and equipment, and schedule building repairs and maintenance as needed.
- Track and plan for all non-theatrical equipment maintenance and replacement in the building.
- Assist the Associate General Manager with managing annual licensing and inspection calendar, including facilities inspections and maintenance, business licenses, CPR, ABRA, etc.
- Manage and maintain key and fob access for the building.

Events & Rentals

- With directives from the Managing Director and the Associate General Manager, lead the facilities events and rentals program, ensuring that rentals are financially viable and align with Woolly Mammoth's values.
- Actively sell event spaces, working with Marketing staff as needed; build positive relationships with clients and prospective clients.
- Ensure that all rentals are executed successfully with proper staffing, equipment, logistics, communication, and reporting.
- Create, execute, and properly file rental contracts and invoices for services.
- Track payments and projected cash flow from rentals and events
- Supervise part-time rental staff, including building out the roster of rental managers, scheduling, training, and paying.
- Work closely with Connectivity, Development, and other internal departments to support staff and partners' events and other use of facilities.
- Work with the Associate General Manager on maintaining the company-wide calendar, raising any concerns with overlapping events in a timely manner.

IT & Admin Support

- Coordinate all IT needs with an outside IT consultant(s) and troubleshoot regular IT support when possible.
- Maintain technical equipment inventory and replace/upgrade equipment and software as needed.

- Maintain office equipment including phones, printers, copier, and postage machine.
- Maintain office supplies and keep supply areas organized and tidy.
- Assist the Associate General Manager with project-based and back-up support for business operations.

Company-Wide Responsibilities:

- Commit to Woolly's policy of anti-racism and radical inclusivity. This includes participating in anti-bias/anti-harassment training, familiarizing yourself with the policies in the employee handbook, using Woolly's Liberation Library as an educational resource, engaging in EDI work at Woolly, and furthering your own independent journey with anti-racism.
- Cross-departmental collaboration, including participating in at least one Woolly working group, committee, and/or taskforce outside of your own department.
- Advocate for policies both internally and externally that further advance Woolly's stated values on an organizational, local, and national scale.
- Contribute in meaningful ways to the culture. See "Our Culture at Woolly" section below for more information.
- Act as an ambassador for Woolly Mammoth in the local community and beyond.

SUPERVISORY RESPONSIBILITIES:

- **Direct Reports:** Rentals & Operations Manager supervises part-time Rental Managers and AV Technicians for rentals and events.
- Responsible for providing direct reports with timely, candid, and constructive performance feedback; developing employees to their fullest potential and providing challenging opportunities that enhance employee career growth; developing the appropriate talent pool to ensure adequate bench strength and succession planning; recognizing and rewarding employees for accomplishments.
- Have substantial knowledge of leadership, teamwork, and management principles in line with the values of the organization.

QUALIFICATIONS:

- **Experience:**
 - 1-3 years' experience in theatre, production, or general management
 - Experience managing projects with varied stakeholders and structured timelines.
 - Experience supervising a person or a team.
 - Experience with facilities maintenance preferred but not required.
 - Experience with CRM's (Tessitura, Monday.com, etc.) preferred but not required.
- **Essential Knowledge, Skills, and Abilities:**
 - Highly organized and detail oriented.
 - Ability to build relationships internally and externally.
 - Ability to exhibit tact and grace in a fast-paced, high-demand work environment.
 - Familiarity with Microsoft Office suite.
- **Other Skills or Qualities:**
 - Active engagement and leadership development in your individual position is integral to the overall health of our organization. This will be reviewed and defined with your

supervisor to set individual goals. Woolly encourages employees to take personal responsibility and pride in their work.

- See the larger picture and pull out the relevant details to diagnose problems. Think creatively about how to solve problems including new ways of working together. Woolly values innovative thinking, big ideas, and bigger passion.
- Collaborate with and adapt to a wide variety of people and personalities, working styles, and artistic visions.
- Proof of full COVID-19 vaccination.

WORKING CONDITIONS:

- The scope of work for this position requires frequent on-site, in-person work with some ability to work remotely with supervisor approval.
- A laptop will be provided, as well as a designated VOIP phone number for work-related calls.
- Typical schedule is Mon-Fri, 9am-5pm or 10am-6pm, with some early mornings, evenings, and weekends as necessary.
- This position has typically sat in an open/shared office environment with moderate noise levels.
- Woolly Mammoth Theatre Company is located in Washington, D.C.'s Penn Quarter neighborhood. It is air-conditioned, located in a wheelchair accessible building, and in close proximity to the Green, Yellow, and Red Metro lines as well as the 70, 71, D1, D3, D6, P1, P2, P6, 13A, 13B, 13F, 13G, and 54 buses. Staff parking at Woolly Mammoth is discounted at a rate of \$13/day.

COMPENSATION + BENEFITS:

- **Starting Salary:** \$50,000
- **Benefits:** Employer-sponsored medical, dental, vision, life and AD&D, short-term disability, FSA medical and FSA Dependent Care plans, and commuter benefits. For medical insurance, Woolly Mammoth Theatre Company contributes 90% of the cost for employees and 50% of the cost for dependents.
- Woolly Mammoth Theatre Company recognizes that conversations about salary can be difficult. In recognition of the necessity for top-tier talent, we strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Woolly will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.

OUR CULTURE AT WOOLLY:

At Woolly, our culture is driven by our stated core values of radical inclusivity, creative risk-taking, relentless inquiry & experimentation, world-class excellence, and innovation. We expect both personal and collective accountability in how these values are applied to the work of each employee of WMTC. We acknowledge that Woolly Mammoth has upheld and benefited from systems of oppression in our country and we aim to do better; using the principles of anti-racism to guide our actions and decision-making. How we do things is as important as what we do, and we expect our core values and anti-racist practices to influence the way we work together as a team. We strive to center openness, integrity, and care in our policies, processes, and how we interact with one another. We embrace a culture of transparency, accountability, and mutual respect as the foundation of all our collaborations, both inter-departmentally and externally. We take seriously our role as a civic leader, and strive to address local and national challenges using our knowledge, skills, commitment, and resources. As part of this work, all employees are expected to develop meaningful internal and external relationships that are mutually beneficial and impact-aware. We believe that everyone in the Woolly community is worth engaging in conversations about the art we make and how that art intersects with the world. We lean into the unconventional,

especially if a nontraditional and inventive approach will help us reach new understandings of our art form, our industry, and our world.