



## **GENERAL MANAGER**

Théâtre XIV / Company XIV / AMDM Productions

### **Job Listing**

## **COMPENSATION**

Salary commensurate with experience starting at \$80K/year.

## **SUMMARY**

Théâtre XIV seeks a savvy, energetic and detail-oriented individual who will manage front of house operations, including staff, inventory, facilities and equipment maintenance. General Manager leads a team comprised of Maître D's, performer-ushers, performer-bartenders, bussers, porters and liaises with multiple product and maintenance vendors. Leading candidates love service and spreadsheets will have dynamic experience in stage and hospitality management. This position works closely with Assistant Producer, Production Stage Manager and reports to the Director / Owner.

## **ABOUT THÉÂTRE XIV**

Théâtre XIV, the home of Company XIV, is a 175-seat boutique venue in Bushwick, Brooklyn, where service is an extension of performance in a highly choreographed patron experience. Théâtre XIV offers a food and beverage program for patrons including themed cocktails, champagne, absinthe and a selection of treats. Additional cocktail and food pairings are served to VIP patrons.

## **ABOUT COMPANY XIV**

Company XIV fuses burlesque, circus, opera, dance, theater and decadent design to create one-of-a-kind theatrical experiences inspired by the court culture which flourished under the reign of Louis XIV. Founded by Artistic Director Austin McCormick in 2006, the company produces 360-degree immersive productions at Théâtre XIV. XIV's commitment to pushing boundaries is unparalleled, creating immersive and genre-defying Baroque Burlesque productions including *Queen of Hearts*, *Cinderella*, *Nutcracker Rouge* and *Seven Sins*.

Company XIV celebrates human diversity and encourages all qualified candidates to apply, including LGBTQIA+, people of color, immigrants and people with disabilities.

## RESPONSIBILITIES

- Promote the brand values of generosity, service and fantasy
- Proactively identify solutions before they are “problems”
- Enforce Department of Health compliance
- Source and compare pricing of products among multiple vendors
- Organize recipes and calculate costs per serving
- Manage supplies and inventory: create and update products and vendors in Shopventory (inventory management system), count inventory weekly and enter counts into Shopventory, analyze sales trends, calculate projected sales and par levels, create purchase orders, place orders, schedule and receive deliveries, lift and carry boxes, unpack and organize products, rotate inventory, etc.
- Report on and investigate product loss weekly
- File and code all front of house expenses and submit monthly expense reports
- Manage vendor relationships (distributors, deliveries, appliance maintenance, repairs, porters, etc.)
- Manage Square POS, menu document and report POS glitches, research and troubleshoot solutions
- Recruit FOH staff, draft and post job listings, conduct interviews and manage onboarding process
- Maintain staff responsibilities checklists
- Staff training and quality control (Maitre D', bartenders, ushers, bussers, porters)
- Coordinate staff schedules
- Draft and file staff incident reports
- Draft and file patron incident reports
- Calculate nightly tip pool and prepare weekly payroll
- Cocktail batching and other bar preparation as needed
- Work 2-4 Maitre D' shifts per week, with responsibilities including:
  - Setup venue and bars for service
  - Execute precise list of showtime responsibilities including welcoming patrons, checking IDs, customer service, walk-up ticket sales, bartending, bussing, washing and polishing dishes, cleaning, etc.
  - Review staff performance, release staff and close venue
  - Proactively deescalate intoxicated guests, resolve seating conflicts & troubleshoot other patron issues
  - Enforce house rules including noise & photography regulations
  - Close venue, including dishes, restocking and staff dismissal
- Provide additional on-site assistance during peak service times and/or as needed
- Enforce safety protocols
- Maintain cleanliness of the facility (with support from bussers and porters)
- Attend bi-weekly management meetings
- Attend performance rehearsals as needed
- Attend Box Office and other trainings as needed

## QUALIFICATIONS

- Candidate must have a genuine love for providing exceptional customer service
- Spreadsheet savvy, love of numbers, measurements and precise calculations
- 2+ years bar and/or restaurant management experience preferred
- 2+ years bartending experience preferred
- Theatrical front of house experience a plus
- Stage management experience a plus
- New York State Health Protection Card
- Must be able to lift and carry 40-lb boxes repeatedly
- 2+ years inventory management experience, including working with local NYC liquor distributors
- Appliance maintenance coordination experience, including dishwashers, refrigerators and ice machines
- Experience with G Suite (Google Drive, Sheets, Calendar, etc.)
- Experience with Square, Shopventory and/or Planyo a plus

## SCHEDULE

The General Manager will be expected to maintain a consistent presence at the venue. The General Manager's weekly schedule will consist of admin time as well as working on the floor as Maitre D'. Performances are typically scheduled Thursdays - Sundays with exceptions during peak season when there may be up to 8 performances per week. The General Manager is expected to work doubles, Thanksgiving, Christmas Eve, New Year's Eve and other holidays.

## APPLY

To apply, please send a brief cover letter including salary requirements and PDF resume to [jobs@companyxiv.com](mailto:jobs@companyxiv.com) with "GENERAL MANAGER" as the subject.