

POSITION ANNOUNCEMENT:



HEAD OF GREENWICH HOUSE OPERATIONS

POST DATE:

STATUS: Full Time, permanent, exempt

SALARY: \$66,300-\$74,000 annually, paid bi-weekly

REPORTS TO: General Manager

Ars Nova is seeking an independent, consummate professional theater manager and jack-of-all-trades to join us as our Head of Greenwich House Operations. The Head of Greenwich House Operations serves as a key member of the theater's general management team, driving all operations of our Off-Broadway space, the Greenwich House Theater in the West Village, on behalf of the organization, and leading on behalf of the company as our primary liaison with renters, the Greenwich House staff, and our front-of-house, production and facilities team.

ABOUT ARS NOVA

Ars Nova exists to discover, develop and launch singular theater, comedy and music artists who are in the early stages of their careers. We are the stomping ground and launching pad for visionary and adventurous artists to create new work. We strive to build the next generation of audiences for live entertainment by prioritizing a zeitgeist-forward aesthetic and marrying it with accessible ticket prices. We are committed to creating a collaborative and innovative environment that champions diverse voices and groundbreaking new work.

Some of our recent highly recognized work includes: the NY Times', NYMag, and New Yorker "Best of 2022" *Oratorio for Living Things*; the Lortel Award-winning "Outstanding Musicals" (*pray*), *Rags Parkland Sings the Songs of the Future* and *KPOP*, which transferred to Broadway in 2022; and the Tony Award-winning smash-hit *Natasha, Pierre & The Great Comet of 1812*.

Ars Nova recognizes both that it is a predominantly white institution and that our institutional practices have historically led to the exclusion of people of the Global Majority from our team. We are actively working to become a more diverse, anti-racist, inclusive organization. We hope candidates of the Global Majority will accept our invitation to apply.

ABOUT THE GREENWICH HOUSE THEATER

The historic Greenwich House Theater, located in the West Village, is a 199-seat flexible theater located on the first floor of the nonprofit Greenwich House, which was founded in 1902 as a settlement house, and offers programs in the arts, education, and social services. Ars Nova began a long-term lease on the Greenwich House Theater in 2018 as an expansion of our

producing activity. Between our productions, Ars Nova has rented out the space to a variety of Off-Broadway productions—and during the 2025/26 season, Ars Nova anticipates using Greenwich House exclusively as a rental space to generate income for our core artistic programs at our 54th Street location.

KEY PURPOSE OF POSITION/GOALS

The Head of Greenwich House Operations will be a key player on Ars Nova's General Management Team, and will be responsible for driving forward day-to-day venue operations downtown. The role will report to the General Manager, and will oversee a part-time staff including an Audience Services Associate, a Ticketing Associate, a Venue Technical Supervisor, a Weekend Custodian, and our front-of-house team. They will be the primary contact for producers and general managers renting the space and for our partners at Greenwich House, while supporting any Ars Nova's needs within the space. While Ars Nova's operations stay centered in Midtown over the following season, the Head of Greenwich House Operations will be entrusted with a great degree of autonomy and responsibility to manage all aspects of rentals, facilities, front-of-house, and ticketing.

SPECIFIC RESPONSIBILITIES AND COMPETENCIES

The responsibilities, competencies and expectations outlined below are representative and may shift as needed to best align with organizational priorities.

RENTALS MANAGEMENT

Manage all aspects of renting and day-to-day operations of Ars Nova's spaces at Greenwich House, including Theater, Parlor/Common Room and Office, as follows:

- Field, respond and follow-up with tours/on-site visits and detailed venue and technical information to secure rental bookings, as space availability calendars allow;
- In close collaboration with the General Manager, manage the calendar for all spaces at Greenwich House, including theater, parlor, office and common room, and draft, negotiate and execute rental agreements;
- Create and manage all Greenwich House rental accounting, including invoice generation and tracking all receivables, working closely with the Finance Team to close out accounts for timely financial reconciliation;
- Hire, train, schedule and supervise Ars Nova part-time support staff for Greenwich House, including an Audience Services Associate, a Ticketing Associate, a Venue Technical Supervisor and a Weekend Custodian;
- Work closely with Ticketing Associate and General Managers to build ticketing for rental productions, and oversee daily sales report distribution and weekly box office settlements;
- Work closely with Audience Services Associate to develop and adapt consistent systems of top-level customer service that meets the unique production needs of each event;

- Supervise a part-time Venue Technical Supervisor, and work with them to protect and manage Ars Nova's house gear and facilities, IT and audio/visual systems;
- Manage and oversee the ongoing condition and furnishment of the technical inventory and the supplies and equipment for front-of-house, facilities and office operations with regular audits to schedule routine maintenance, repair and replacement, as needed;
- With the part-time staff, coordinate and support any Greenwich House use of the spaces, under Ars Nova control, including the annual community showcases in June and any internal special event rentals;
- Generate prospective rental income with outreach to new clientele, including industries outside of live stage performance producers;
- Oversee rentals budget management, including income projections, net profit analysis and identifying and tracking ancillary income streams

FACILITIES MANAGEMENT

- Collaborate closely with Greenwich House's Operations and Facilities team to coordinate and communicate ongoing Ars Nova and Ars Nova renter activities at Greenwich House and to ensure the theater, lobby, restrooms, office and backstage support spaces are clean, functional, hospitable, and safe for artists, staff, and audiences;
- Ensure that areas under Ars Nova's purview, including theater, bar and kitchen, meet all applicable local, state and federal codes and regulations, including maintaining and keeping current FDNY, DOB, Liquor and Health permits and certifications and keeping all personnel certifications necessary on file and current, including applicable FDNY Certificates of Fitness and Food Handling Licenses by scheduling ongoing trainings and certifications amongst a part-time, transient front-of-house staff;
- Acquire all required applicable certifications, licenses and permits per applicable local, state and federal codes and regulations;
- Work closely with General Manager, Venue Technical Supervisor, and Greenwich House to create, implement and reinforce safety plans, including but not limited to: reporting protocol for all environmental, health, medical and facilities related incidents, a fire safety and other safety plans, including trainings and drills with Ars Nova's part-time staff at Greenwich House;
- Manage service contracts and vendor relationships, to keep Ars Nova areas high functioning, including scheduling and overseeing routine service and repair visits of HVAC technicians, electricians, utility suppliers, IT contractors, inspectors, etc and routinely bidding out service contracts to ensure ongoing competitive pricing;
- Manage all infrastructure and operation systems to support all Ars Nova, renter and audience use including communications, audio/visual and IT systems;
- Supervise a Weekend Custodian who provides supplemental cleaning and maintenance while other building operations are dark, but public performances are ongoing;
- Manage facilities expense budgets, and perform other facilities and operations related duties, as identified in collaboration with Ars Nova's General Manager.

FRONT-OF-HOUSE & TICKETING

- Oversee all front-of-house operations for productions at the Greenwich House Theater, including performance management, payroll, and scheduling for hourly staff; establishing and maintaining standard operating procedures and health & safety protocols for House Managers, and ensuring standards of customer service are met;
 - Supervise Audience Services Associate in the management and scheduling for front-of-house staff, in close collaboration with the 54th Street Team to coordinate managing a shared staff that flexes between venues;
 - Supervise Audience Services Associate, and other House Managers, and partner with them to execute at a top-level and be your eyes-and-ears when you are not around;
 - Ensure all reports, including house performance reports, daily sales reports and incidents reports are executed per standard operating procedures and distributed appropriately in a timely manner;
 - Oversee ticketing services, including performance builds in Patron Manager with the Ticketing Associate, managing change requests from producers, liaising with third-party sellers, responding to patron inquiries, and creating/approving box office settlement reports;
 - Supervise a part-time Ticketing Associate to delegate routine ticketing work and handle in-person customer service and sales;
 - Manage bar and concessions inventory, and approve daily and weekly settlement reports from bar staff;
 - Work with Finance Team in ongoing financial reconciliations of ticket and concession sales and maintain weekly cash banks for concessions;
 - Manage front-of-house payroll and expense budgets;
 - Other duties as assigned by General Manager
-

IDEAL CANDIDATE

ABOUT YOU

- You have 4+ years of experience working in rentals, facilities, operations and/or front-of-house management or can demonstrate an equivalent;
- You are a self-starter, and can work independently at a high-level, while flagging needs and concerns in a timely manner when needed;
- You have a high level of standards for customer service, facility aesthetics, and professionalism—and can motivate and guide others to meet that bar;
- You are a creative and proactive problem solver, adaptable to new responsibilities, excellent at balancing the needs of different constituents, and can bring people together to meet challenges;
- You have a flexible schedule - able to flex your weekly routine to be there early for a load-in call, or be around for evenings and weekends during a first week of performances - realizing that needs will change with each production's schedule.

- You are entrepreneurial and can work creatively on tight budgets to ensure that rental activity generates maximum net income to support Ars Nova's mission and artistic programs.
- You share our commitment to anti-racism and creating and maintaining an inclusive environment, are excited about joining our efforts to make Ars Nova a more just and equitable place to work and make work, and have the ability to interact effectively with people of different cultures and socio-economic backgrounds.

BONUS IF

- You have experience with Patron Manager, or a similar ticketing CRM;
 - You have experience with Asana, or a similar project management software;
 - You have experience managing and leading teams (an interest in mentorship and staff professional development a plus).
 - You bring joy and humor to your work environments.
-

We know there are candidates who may not have all of the qualifications listed above but possess intuitive knowledge or other transferable skills. If that's you, don't hesitate to apply and tell us about yourself.

AN EXCEPTIONAL OPPORTUNITY:

This is an exempt, full-time position with a starting annual salary range in Level Three of our Fair Pay Guidelines, between \$66,300 and \$74,000, commensurate with experience. Ars Nova aims to compensate fairly and competitively within the not-for-profit entertainment industry, and on a transparent level salary system within the organization. Our most recent Fair Pay Guidelines are available [HERE](#). Benefits include health, dental and group term life insurance; an open paid time off policy; an opt-in 401(k) retirement savings plan after one year with an employer match up to 3.5%; FSA; vision insurance; long-term disability insurance; additional coverage options including pet insurance; TransitChek plans; and more.

Ars Nova is based in NYC, and this position will require regular onsite, in-person activity (including some evenings, weekends and holidays), so the applicant should intend to reside in the greater NYC area. This position is based out of Greenwich House at 27 Barrow Street. Occasional hybrid work may be possible, but this primarily an in-person position.

APPLICATION INSTRUCTIONS:

Please submit a resume and a personal statement. Ditch the "cover letter" and speak from the heart about what excites you about this job opportunity. While we ask that resumes be submitted in written form, we invite applicants to submit their personal statement via a written piece, audio or video recording – whatever form best supports your self-expression.

APPLY HERE: <https://form.asana.com/?k=M74vjmKRSpzWbp4NgtPLLeQ&d=75190075101323>.

HIRING PROCESS:

Applications will be accepted and reviewed on a rolling basis through August 24. Advancing candidates will be invited to a first round interview with Ars Nova's General Manager Alma

Malabanan-McGrath. Second round interviews will be conducted in person at Greenwich House with both Alma and Managing Director Mac Ingram, and finalists may be asked to meet with additional Ars Nova staff members as needed. References will then be checked and an offer is expected to be made in September 2025, with a start date soon thereafter.