

GENERAL MANAGER

Stranahan Theater - ASM Global | Toledo, OH





WHO WE ARE

The Stranahan Theater, constructed in 1969 and known as The Masonic Auditorium until the mid-1990's. The Theater is the largest proscenium stage 2,400-seat theater in Northwest Ohio. The Theater has hosted thousands of high-quality performances, from Broadway's *The Lion King* to *Jerry Seinfeld*.

With 50 years of operation under its belt, the Theater is managed by ASM Global, the world's largest producer of entertainment experiences, venue management, and event strategy. The adjacent Great Hall features 10,000 square feet of special event space with beautiful chandeliers and a large dance floor.

If you are looking for an intimate venue to hang out with friends and families and take in a great show, the Stranahan Theater is the place for you!

About ASM Global

As the world's leading venue management company and producer of live event experiences, ASM Global is the preeminent management and content partner with over 350 venues worldwide. Operating and investing in the world's most important stadiums, areas, convention centers, and theaters requires unmatched dedication and the most profound expertise.

Imagine the opportunity. At ASM Global, we strive to form a perfect balance between creative excellence and business excellence, and we work diligently to build a diverse environment that rewards collaboration and success. Our accomplishments are born from a spirit of teamwork and a thirst to be the best that enables us to deliver incredible experiences year after year. If you want to join a team where you will be challenged to up your game, ASM Global is a great place to work.

ASM Global has presented some of the biggest and most memorable live events in the world. Our achievements would not be possible without the boundless passion of our talented and diverse team members. If there's one common thread to the people who work here, it is their commitment to deliver amazing experiences.

ASM Global seeks industry professionals with experience in a variety of disciplines, a thirst to learn, and curiosity to ask the question, "how can we do better?" ASM Global is committed to attracting, retaining, developing, and promoting candidates who are committed to working in the world's largest and most dynamic venue management company.



POSITION SUMMARY

ASM Global is looking for a self-motivated, service-oriented General Manager to manage and oversee the Stranahan Theater in the Toledo Area. The General Manager is responsible for aggressively promoting the use of the facility to maximize its utilization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains active contact with the Client/Contract Administrator and ensures compliance with all provisions of the services contract.
- Negotiates lease agreements as determined necessary and in the best interests of the facility.
- Negotiates contracts and agreements with event organizers, hosts, managers, and agents.
- Maximize sales and revenue for the venues, including booking performances, shows, and events.
- Actively contributes to outbound sales initiatives for group sales.
- Implement ticketing strategies that increase income and develop and grow audiences.
- Participates in planning and coordination of annual membership and partner campaigns.
- Establishes and maintains effective working relationships with the Client/Contract Administrator, boards, tenants, government departments and agencies, entertainment/convention industry, community, and civic organizations to encourage continual and regular use of the facility.
- Assures the coordination, implementation, and administration of specific plans and programs prescribed by corporate directives, including matters of training and development, quality assurance, energy efficiency, safety/emergency procedures, crowd control, crisis management procedures, or other areas as needed.
- Develops and implements facility goals in accordance with the management contract, the Client's objectives, corporate policy, and good business practice.
- Prepares and maintains required and necessary reports/records for the Client/Contract Administrator and for the Corporate Office.
- Plans, organizes, coordinates, and directs all activities and personnel engaged in maintaining and operating the facility.
- Assists and coordinates with the development of the annual operating calendar, activity schedules, and projections for attendance and/or revenue.
- Conducts marketing, budgeting, and weekly staff meetings.
- Directs the development and administers the execution of operating and marketing financial plans and documents, including operating revenue and expense budgets, capital expense plans, and budgets.
- Provides for control of day-to-day operations; assures the coordination of plans, programs, and events; conducts post-event operational and financial review and analysis.
- Provides final approval of all contracts and agreements with suppliers, promoters, and tenants for necessary activities and services at the facility.
- Provides or coordinates for timely and effective responses to directives and requests received from internal and external organizations, agencies, departments, and individuals; assures and maintains the integrity of the facility in all forms of communication and personal contacts.
- Oversees and advises Human Resources on any necessary revisions/modifications to the staffing plans, including the number and types of employees, essential functions, salaries, and benefits.
- Assures the administration of personnel and the operation of plant and facilities are conducted in accordance with applicable local, state, and federal regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Evaluates facility practices and recommends improvements to better reflect the needs of the Client and the facility, and/or to improve the efficiency and safety of operations, in compliance with policies and procedures.
- Responsible for recruiting, training, supervising, and evaluating administrative and supervisory staff.
- Establishes and maintains effective working relationships with the tenants, employees, union representatives, and the public.

SUPERVISORY RESPONSIBILITIES

- Carries out supervisory responsibilities in accordance with all ASM policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems.

QUALIFICATIONS

- Bachelor's Degree (BA) from a four-year accredited college or university with major course work in business or public administration or related field.
- Minimum of 5-7 years' experience industry experience in a senior management function of a Theatre, Amphitheatre, Arena, or Convention Center, or equivalent combination of education and experience.
- Experience in contract negotiation, business law, purchasing procedures, and supervising personnel.
- Experience in labor relations and union contracts.
- Excellent communication and interpersonal skills and organizational ability.
- The ability to work with and maintain highly confidential information.
- The ability to work simultaneously with a wide variety of vested interest groups and to foster a cooperative environment.
- Demonstrated knowledge of the principles and practices used in the successful management of entertainment facilities of a similar description.
- The ability to anticipate problems and implement immediate corrective action.
- The ability to perform effectively under significant pressure is typically associated with meeting the demands and timetables of the entertainment industry.
- Considerable knowledge of event solicitation and presentation, public relations, advertising and media relations, and event planning.
- Considerable knowledge of safety regulations and other federal, state, or local laws and regulations.
- Strong orientation towards hospitality/customer service for the meeting, convention, and entertainment industry.
- Basic knowledge of facility operating standards, building maintenance, custodial, personnel, and office management.
- Effective supervisory skills. The ability to deal effectively with human resource and personnel problems, to deal constructively with conflict, and to motivate, provide counsel, and execute applicable solutions.
- The ability to manage a facility of the same size and type.
- Proficient in Word, Excel, and other Office Programs.
- The ability to prioritize multiple projects and meet strict deadlines.
- The ability to work under minimal supervision.
- The ability to work flexible hours, including nights, weekends, and holidays, in addition to normal business hours as needed.
- Must have a professional attitude and appearance.
- Some travel is required.

KEY CHARACTERISTICS

- Great work ethic
- Motivator
- Leads by example
- Collaborator
- Strong communicator
- Ability to get people to work together
- Trainer of people/enjoys developing others
- Thrives on the business of events/arts/entertainment
- Creative
- Accountable
- Strong relationships in the industry

TOP PRIORITIES

- Expand New Business Development
 - Booking Diverse Events: Go beyond the Broadway Series to include a variety of events that appeal to different tastes. Consider booking and hosting cultural festivals, comedy shows, and innovative performances that will attract a wide audience.
 - Leverage the Venue's Potential: Utilize the theater's space for non-traditional events like corporate functions, community events, and private rentals.
- Grow Concert Offerings
 - Broadening the Musical Spectrum: Build on the success of concerts featuring artists like Bonnie Raitt by incorporating more genres. Include acts from rock, pop, jazz, and hip-hop to appeal to a broader audience.
 - Highlight Local and Emerging Talent: Spotlight local musicians and emerging artists to create a vibrant arts community.
- Diversify Show Offerings for Toledo's Diverse Audience
 - Inclusive Programming: Develop a schedule that reflects the rich cultural diversity of Toledo. Include shows that celebrate various cultures, traditions, and histories.
 - Engage with Community Groups: Work closely with local community organizations to understand their interests and needs, ensuring the theater's offerings resonate with all demographics.
- Build Strong Relationships with Staff
 - Foster a Positive Work Environment: Prioritize team-building and open communication to create a supportive and collaborative workplace. Invest in staff development and encourage professional growth.
- Understand the Stranahan Theater Ecosystem
 - Integrate with Key Stakeholders: Build a deep understanding of the theater's relationship with the Stranahan Theater Foundation, the Board of Directors, and ASM Global. Foster strong partnerships and align goals for mutual success.
 - Align with Strategic Objectives: Ensure that the theater's operations and programming align with the broader mission and vision of these stakeholders, creating a cohesive and unified approach to achieving long-term goals.



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If interested in learning more about this great opportunity, please send your resume to our SearchWide Global Executive, Devon Hannah.

SearchWide Global is a full-service executive search firm primarily for companies in the travel, tourism and convention, and hotel and lodging industries. We specialize in C-Level, Director and Management level executive searches for companies ranging in size from Fortune 500 corporations to mid-sized public and private companies.