



VACANT POSITION
Theater Services Coordinator
Downtown - Sumter Opera House

Job Purpose: To support the overall Opera House operations with a focus on rentals, concessions, and front-of-house management. Responsibilities include drafting and enforcing rental contracts, overseeing event execution, managing concessions, supporting box office procedures, and leading staff and volunteers to deliver excellent patron experiences. Evening, weekend, and holiday availability required.

- Serves as primary contact for all rental inquiries across Opera House spaces.
- Manages administrative and financial processes using SOH software systems, including PRISM and Spektrix.
- Drafts, negotiates, and executes rental contracts in coordination with the Cultural Manager.
- Communicates with clients, vendors, and staff to advance rental events.
- Provides on-site support during rental events to ensure smooth execution.
- Ensures compliance with rental agreements and venue policies by establishing clear expectations, applying rules consistently, and maintaining a high standard of customer service.
- Oversees concessions operations, including ordering, inventory, and vendor relations.
- Tracks and reports concessions sales and financial performance.
- Recruits, trains, supervises concessions staff and volunteers.
- Recruits, schedules, and oversees front-of-house staff, ushers, and house managers.
- Supports box office operations during events.
- Provides leadership to front-of-house teams to deliver excellent patron and artist hospitality
- Ensures accessibility accommodations and a safe environment for all audiences.
- Maintains open communication across departments to support event success.
- Demonstrates proactive problem-solving and resourcefulness in event situations
- Contributes to the Opera House's mission by ensuring successful events and positive patron experiences.

Required Knowledge, Skills, and Abilities: Must have strong technical skills to maintain accurate records, generate reports, and reconcile payments to ensure smooth integration across administrative, financial, and box office functions. Must be a self-starter possess excellent organizational and analytical skills, along with the ability to manage multiple priorities in a fast-paced environment. Knowledge of ticketing systems is a plus. Strong verbal and written communication skills are required. Must be able to demonstrate professionalism, accuracy, and accountability, and work both independently and collaboratively as part of a team. Proficient with Microsoft Office Suite. Ability to communicate effectively verbally and in writing. Availability for evening and weekend events is required, along with a customer-focused mindset to support the Opera House's mission and ensure a high-quality patron experience.

Qualifications: A bachelor's degree in Business, Finance, Arts Administration, Theater, Music, Hospitality, or a related field with a minimum of 3–5 years of experience in event management, venue operations, or customer-facing arts/hospitality role strongly preferred; or an equivalent combination of education and experience may be considered.

Deadline to Apply: **Open until filled**
Apply online at www.sumtersc.gov or
mail resume with cover letter along with application to:
City of Sumter Human Resources
21 N. Main Street
Sumter, SC 29150