

## Gay Men's Chorus of Los Angeles – Administrative Manager

### About GMCLA

GMCLA has continued to garner acclaim for artistic excellence while remaining deeply rooted in service to the Los Angeles community and beyond by promoting civil rights, tolerance and acceptance through music. Founded in 1979 during the emergence of the gay rights movement, GMCLA has spread its message of love and acceptance with concerts across the globe and has raised its collective voice in the struggle for equality, social justice, the AIDS crisis, the fight for marriage equality, and for all those seeking to find their own voice. GMCLA's 150 singers perform a primary series of three concert weekends at Royce Hall, one of the region's most esteemed venues. Critics have proclaimed the Chorus "inspired, expressive, innovative, and utterly moving," and hailed GMCLA for presenting "meaningful entertainment." GMCLA's research-based education programs have served over 70,000 young people throughout the Los Angeles region. During the pandemic GMCLA presented a full virtual season of concerts and special events, as well as school programs, that reached thousands of longtime and new fans from almost every corner of the globe – from Los Angeles to Ireland, Brazil, and New Zealand. In 2019 GMCLA performed at Carnegie Hall, The Hollywood Bowl (with Hugh Jackman), and in February 2020 GMCLA's performance on the Film Independent Spirit Awards was viewed more than 7 million times. The current annual budget of GMCLA is \$1.3 million; there is no current or accumulated deficit.

### Opportunity

Reporting to the Executive Director & Producer, the full time **Administrative Manager** will join the GMCLA team of Music Director & Conductor, Director of Development, Production Coordinator, an outsourced accounting group, and other consultants. This is the central business position within GMCLA and plays a key role in the smooth running of the organization. The position's primary areas of focus are: **administration & operations, subscription & ticketing, database management, and marketing coordination.** The Administrative Manager manages the GMCLA office, works closely with the accounting group bookkeeper, handles all office and production purchases, contracts and invoices, manages subscription systems; works with the ticketing arm of performance venues handling ticket pulls and holds, creates sales reports, and interacts with GMCLA subscribers. The Administrative Manager supports grant applications and reporting, is trained on, maintains and reviews Patron Manager (the CRM) and is the primary contact with this company.

The ideal candidate will possess business and office management experience, knowledge of bookkeeping and non-profit accounting, purchasing/invoicing, ticketing, CRM systems, software and hardware expertise, background with live concert and/or theater production, the ability to maintain relationships with stakeholders and customers, the desire to be part of the GMCLA community, and the flexibility required of a small team. This is a regular work-week position that also carries periodic nights and weekends to support concerts and events.

**GMCLA has an ongoing commitment to the principles and practices of diversity and inclusiveness throughout the community and strongly encourages applications from candidates who would enhance the diversity of the organization.**

#### **ESSENTIAL POSITION DUTIES INCLUDE:**

##### **ADMINISTRATION, OPERATIONS, PRODUCTION**

- Maintain relationships and communications with vendors, venues, government and corporate grantors, and financial institutions

- Work with outside accounting group to ensure the proper processing of all payable and receivable invoices to venues and vendors via bill.com when possible. Prepare physical checks for ED when necessary. Be familiar with all internal coding and set up properly for the group to enter into ledgers
- Track subscriber and ticket income, deferrals, allocations, and concert settlements to support financial management and reporting
- Support Development efforts, tracking of funding, and allocation in internal systems
- Support accounting group and Executive Director as needed to ensure successful monthly close
- Track, organize, and maintain all physical files, electronic storage, and supplies for the office
- Assist IT, whether internal personnel or contractors, with all computer, network, and telecommunications needs
- Handle all production purchases
- Handle all Chorus purchases as directed by the Executive Director
- Invoice GMCLA event and community clients
- Coordinate GMCLA Production contracts and music licenses working with creative personnel and outside organizations
- Support GMCLA production activities as needed
- Support Board and committee meetings as needed
- Guide purchasing decisions of the Chorus and production team as needed

#### MARKETING

- Prepare and send weekly electronic newsletters
- Support the logistics of Marketing efforts
- Support and guide Marketing Consultant to support ticketing and subscriber systems and needs
- Keep current in, and manage, CRM PatronManager
- Assist in the creation and distribution of press releases and communications
- Serve as liaison with all performance venues ticketing personal and operations -- from set up of house to subscriber pulls, comps, and needs of GMCLA development, to on-site representative at concerts
- Serve as point of contact for all subscriber communications and service
- Prepare and distribute timely internal sales reports in coordination with venue reports
- Develop and manage all ticketing procedures and improvements in systems
- Coordinate the logistics of printed collateral including marketing for concerts and donor acquisition
- Assist ED with development of decks and material for presentations and special events

#### HUMAN RESOURCES

- Support the payroll process handled by the accounting group as needed, liaise with payroll processing company as necessary
- Provide administrative support for 401k and Health Insurance programs
- Assist ED with recruitment and hiring, maintain employee files
- Supervisory/managerial role for employees as necessary, as directed by ED
- Process reports for Worker's Comp and other insurances as necessary

#### GRANTS AND DEVELOPMENT SUPPORT

- Handle online grant portals as needed – applications, invoicing, reporting
- Maintain CRM files with updated donations from patrons, government grants, and corporate foundations
- Complete the annual SMU data arts filing, maintain all governmental agency filings
- Coordinate logistics, admin and platform support for special events as assigned

### **QUALIFICATIONS:**

- A minimum of five years in a key administrative role with a non-profit or entertainment organization is required
- Demonstrated superior knowledge of best practices in office and administrative systems and experience developing and setting up new systems
- Knowledge of bookkeeping systems essential
- Office management background, including purchasing and invoicing, is required
- Ticketing, subscriber and customer support background is highly desirable
- High level of proficiency with office and data software tools including -- Microsoft Office, Box, Google Drive, Google Docs, Mailchimp
- CRM platforms (knowledge of PatronManager/Salesforce a plus) with an understanding of processes/best practices for patron tracking and support
- Demonstrated ability to balance multiple projects, meet deadlines, and communicate effectively in a frequently flexible and quick-moving environment
- Ability to solve problems
- Knowledge of and/or passion for GMCLA and its mission, a sincere interest in the people who support GMCLA and the willingness to spend time with them
- The ability to plan and execute as part of a small team
- Demonstrated self-sufficiency and the ability to handle broader and more specific projects in the same time frame

### **IMPORTANT:**

- Ability to work nights and weekends and travel throughout the LA region
- Must have access to and drive a car (travel within LA is not reimbursed)
- Must be fully vaccinated for COVID-19

### **Compensation**

GMCLA offers a competitive compensation and benefits package with salary based on experience.

### **To apply:**

**Please submit a cover letter and resume to [mailroom@gmcla.org](mailto:mailroom@gmcla.org) by April 15, 2022**