



OPERATIONS MANAGER

TROIKA Entertainment is currently seeking an experienced, detail orientated, and imaginative individual for the position of Operations Manager with 3+ plus years of experience in theatrical administration/operations and accounting/finance. As an instrumental member of the Troika team, the Operations Manager will oversee the day-to-day operations of the TROIKA office and be responsible for TROIKA Entertainment's policies and procedures. The Operations Manager will play a key role in tracking and communicating with investors, supporting the accounting team, and ensuring all systems and processes are working smoothly across multiple shows and the TROIKA office on an ongoing basis.

Principal Responsibilities:

- Defines, implements and revises operational policies and procedures in conjunction with the executive team.
- Works with the human resource company to create and maintain job descriptions, hire competent personnel, implement staff evaluation parameters and onboard personnel.
- Manages tour investor files and paperwork for initial investments, investment tracking and return of capital; ensuring all information has been received.
- Ensures proper training on IT systems, policies and procedures for all TROIKA staff.
- Maintain dual supervision of the office coordinator/executive assistant and provide support as needed.
- Supports the accounting team as needed with weekly payrolls, settlements and reports.
- Liaise with HR company, insurance representatives and employees on all TROIKA insurance policies including health, dental, 401K and business insurance.
- Provide oversight for all information technology accounts and user licenses.
- Supports Finance Director in negotiation of contracts for all IT and operational vendors.
- Liaise with outside vendors to remedy issues, solve problems and to ensure smooth operations companywide.
- Maintain the TROIKA employee handbook.
- Provide support for all diversity and inclusion efforts across the organization.
- Create, maintain and serve as a reference for all health and safety policies and procedures across the organization.

Requirements:

The ideal candidate will have strong people skills with a demonstrated experience in managing multiple projects at once. The candidate must be proficient in Microsoft Office, all forms of communication, time management and all other industry related skills. They will also be a team player and a strategic, curious and positive thinker. They should be proficient in all aspects of business operations and will be flexible and collaborative while having the capacity to manage multiple tasks and remain calm and collected at all times. They will be able to maintain a professional outlook and demeanor while having fun at the office. A working knowledge of Sage Intacct and the Broadway touring theater industry is considered a plus.

About TROIKA Entertainment

TROIKA Entertainment is a theatrical production company producing touring musical theatre productions throughout North America and internationally. We are based in Rockville, MD a suburb of Washington DC. The location of our corporate office provides the comfort of suburban living while being easily accessible to NYC by train. We offer a competitive compensation package commensurate with experience, which includes a comprehensive benefits package. Periodic weekend and evening work is expected. For more information please visit our website at www.troika.com.

All applicants should send an updated resume and cover letter to: careers@troika.com

TROIKA Entertainment LLC is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms our Company's commitment to the principles of fair employment and the elimination of all discriminatory practices.