

Job Title: Operations Manager

Location: Red River Theatres, Concord, NH

Reports To: Executive Director

Status: Full-Time, Exempt

Salary Range: \$60,000 - \$70,000, commensurate with experience

Benefits: Health & dental insurance, Simple IRA match, paid time off

Position Overview

Red River Theatres, a nonprofit independent cinema in downtown Concord, NH, is seeking an experienced and mission-driven **Operations Manager** to play a key leadership role in the organization. This full-time position is responsible for optimizing internal operations, enhancing revenue streams, and ensuring the smooth, efficient, and financially sustainable operation of the theater.

The Operations Manager will focus on optimizing earned revenue streams - particularly concessions, ticketing, rentals, and sponsorships - as well as supporting the growth of contributed income through development and membership initiatives.

This is a forward-thinking, hands-on role ideal for someone with strong business acumen, a passion for film and community, and a talent for systems improvement, revenue generation and team leadership.

The Operations Manager will supervise the Business Office Manager, Theater Manager, and Development Associate, and will work alongside the Development Director as a peer-level leadership role.

Key Responsibilities

Team Leadership & Internal Operations

- Supervise and support the Business Office Manager, Theater Manager, and Development Associate.
- Foster collaboration across departments to ensure efficient communication, effective planning, and a strong team culture.
- Work in partnership with the Executive Director and Development Director to align earned and contributed revenue strategies.

Concessions & Earned Revenue

- Oversee day-to-day concessions operations with an emphasis on increasing per-guest revenue and profitability.
- Develop and implement creative strategies to boost sales (e.g., bundling, seasonal promotions, menu optimization).
- Monitor and manage inventory, vendor relationships, and pricing strategies.

Theater Operations

- Streamline ticketing and box-office processes for efficiency and customer experience.
- Manage and grow theater rentals, including scheduling, communication, invoicing, and event coordination.
- Oversee fulfillment and coordination of on-screen advertising and sponsor recognition.
- Collaborate with staff and vendors to maintain facility cleanliness, safety, and readiness.
- Assist with marketing and promotional strategies as needed.
- Review and manage vendor contracts on an annual basis.

Development & Membership Support

- Support fundraising events and campaigns (logistics, coordination, donor experience).
- Collaborate on strategies to increase corporate sponsorships and donor stewardship.
- Help implement systems that enhance donor retention and membership engagement.
- Assist in tracking, analyzing, and reporting membership and fundraising metrics.
- Collaborate on strategies to increase membership enrollment, renewals, and member engagement.

Data & Reporting

- Track performance across key earned and contributed revenue areas.
- Prepare regular reports on sales, trends, and operational opportunities.

- Use data to inform strategic decisions and propose improvements.
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Ideal Candidate Profile

- 3+ years of experience in operations, hospitality, arts administration, nonprofit management, or a related field.
- Strong understanding of both earned and contributed revenue models.
- Experience managing staff and leading cross-functional teams.
- Familiarity with point-of-sale and donor management systems (e.g., Veezi, NeonCRM, or similar platforms).
- Exceptional organizational, communication, and analytical skills.
- Collaborative and proactive team player, comfortable in a small, hands-on environment.
- Genuine enthusiasm for independent cinema and the arts.
- Ability to lift up to 25 lbs. and work some evenings/weekends as needed.

Red River Theatres is an equal opportunity employer committed to creating an inclusive and welcoming environment for all.

The Operations Manager position will begin on or after October 1, 2025. Applications will be accepted on a rolling basis, and the posting will remain open until we find the right candidate.

To Apply please email a cover letter and resume to jobs@redrivertheatres.org

About Red River Theatres:

Located in the heart of downtown Concord, **Red River Theatres (RRT)** is a nonprofit, independent art house cinema with a mission “*to provide high-quality programming that brings the community together to engage, grow, and connect through film.*” Since opening in 2007, RRT has become a vital part of New Hampshire’s cultural landscape, offering a dynamic mix of programming - from first-run independent films and foreign titles to cult classics, sing-alongs, local premieres, and regional film festivals.

RRT regularly partners with community organizations to create meaningful events that use film as a catalyst for conversation, connection, and cultural engagement. We see movies

not just as entertainment, but as a powerful tool for storytelling, empathy, and expanding perspectives.

Much like its namesake, *Red River* began as a bold, grassroots endeavor - driven by a group of passionate community members who believed downtown Concord deserved a space dedicated to cinema and conversation. Their vision, along with ongoing support from individuals, businesses, and nonprofits across the region, has made Red River Theatres a true community cornerstone: a place built by and for people who believe in the power of film to inspire and unite.