

JOB DESCRIPTION | PROGRAM MANAGER

REPORTS TO: Vice President – General Manager (once hired), interim reporting to CEO

FLSA: Full-Time, Exempt

SALARY RANGE: \$95,000

LOCATION: 100% on-site at McCallum Theatre, with evening/weekend responsibilities during performances

JOB SUMMARY

The Program Manager supports the McCallum Theatre's artistic vision by managing program booking logistics, contract administration, and season scheduling. This position works directly with agents, artists, programs, and internal staff to ensure clear communication, accurate agreements, and smooth execution of contracts. The Program Manager also ensures contracts are compliant with legal and organizational policies, cultivates strong industry relationships, and remains informed about trends and competitive programming in order to help maintain a dynamic and successful season.

ESSENTIAL RESPONSIBILITIES

- Serve as the primary point of contact with agents and managers to initiate offers, confirm terms, and coordinate details for artist and program engagements.
- Draft, review, red-line, and process artist and program contracts and riders; ensure timely execution of all agreements.
- Ensure agreements are compliant with legal and organizational policies, escalating issues for leadership or legal review as appropriate.
- Negotiate fees and terms within approved guidelines and budgets, escalating as needed for leadership approval.
- Build and sustain strong relationships with talent representatives, talent and booking agencies, production companies, and industry stakeholders to support ongoing and future collaborations.
- Maintain and update the season calendar, ensuring accurate scheduling of performances, rehearsals, and related activities.
- Coordinate with production, marketing, finance, and education staff to ensure contractual obligations are communicated and fulfilled.
- Track artist and program payments, deposits, and settlement requirements; work with Finance to ensure accuracy and compliance.
- Maintain organized files of contracts, correspondence, and performance information.
- Provide administrative support for season planning, including researching potential artists and programs and preparing materials for leadership review.
- Stay current with industry trends, audience demographics, and local competitor programming to help ensure a relevant and fresh calendar of events.

- Assist the Vice President—General Manager with additional administrative and logistical tasks as assigned.

MINIMUM REQUIREMENTS

- Bachelor's degree in Theatre, Arts Administration, Business, or related field; equivalent experience considered.
- 2–4 years of professional experience in performing arts programming, booking, or contract administration.
- Familiarity with standard artist and program agreements, contracts, riders, and industry practices.
- Ability to interpret legal language and understand implications for the organization.
- Strong organizational and administrative skills, with the ability to handle multiple projects and deadlines simultaneously.
- Attention to detail and accuracy in contract review and financial documentation.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft Office and experience with arts administration and venue management software.
- Ability to work flexible hours, including evenings and weekends during performance periods.

WORK ENVIRONMENT

This position operates within a professional, non-profit performing arts theatre and its surrounding exterior grounds. The work environment includes indoor spaces such as the theatre, lobby, backstage areas, and occasionally outdoor spaces like the facility grounds. The role requires flexibility to work during theatre events, including evenings, weekends, and holidays, as necessary.

PHYSICAL REQUIREMENTS

N=Never Not present

O=Occasionally: Occurs 1/3 of time

F=Frequently: Occurs 1/3-2/3 of time

C=Constantly: Occurs 2/3 or more

Physical Demands

Sitting: Constantly

Walking: Occasionally

Climbing/Balancing: Occasionally

Stooping/Twisting: Occasionally
(Waist/Neck/Shoulders)

Kneeling: Occasionally

Squatting: Occasionally

Crawling: Never

Push/Pull: Occasionally

Reaching: Occasionally

Gripping: Occasionally

Keyboarding: Constantly

Pinching: Occasionally

Neck rotation/extension: Frequently

Foot Use: Never

Visual Acuity: Constantly

Lift/Carry

Up to 10 lbs: Occasionally

11 to 25 lbs: Occasionally

26 to 50 lbs: Never

51 to 75 lbs: Never

75 lbs to 100 lbs: Never

Over 100 lbs: Never

Environmental Conditions

Uneven Ground: No
Excessive Noise: No
Extreme Temperatures: No

Working at Heights: No
Exposure to noise (> 90 dB in 8 hrs per day): No
Exposure to dust/fumes: No
Exposure to Biohazards: No
Exposure to hazards: No

Physical Demands Definitions

Physical Demands Specific physical activities required to perform a job as defined in the position description.

Essential Functions Fundamental job duties of the position as defined by the Americans with Disabilities Act (ADA).

Specific Physical Demands

Sitting	Remaining in a seated position.
Standing	Remaining on one's feet in an upright position at workstation without moving about.
Walking	Moving about on one's feet.
Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, etc., using feet and legs, or hands and arms.
Balancing	Maintaining body equilibrium to prevent falling.
Stooping	Bending downward and forward by bending spine at the waist, requiring full use of lower extremities and back muscles.
Twisting	Includes lateral rotation of the trunk and spine.
Kneeling	Bending legs at knees to come to rest on knee or knees.
Squatting	Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.
Crawling	Moving about on hands and knees or hands and feet.
Push/Pull	Exerting force upon an object so that the object moves away or toward the force.
Reaching	Extending hand(s) and arm(s) in any direction, such as overhead, below waist, forward or lateral.
Gripping	Seizing, holding, grasping, turning, or otherwise working with hands. Fingers involved only to extent that they are an extension of hand, Includes dimple or forceful grasping.
Pinching	Picking, pinching or otherwise working primarily with fingers rather than the whole hand.
Keyboard:	Repetitive finger motion to press keys.
Neck Rotation	Forward flexion, extension or lateral rotation of the head and neck.
Foot Use	Repetitive or prolonged movement of the foot and ankle.
Visual Acuity	Near-Visual acuity with clarity at 20 inches or less Far-Visual acuity with clarity at 20 feet or more
Lifting	Raising or lowering an object from one level to another-includes upward pulling.
Carrying	Transporting an object, usually holding in the hands/arms or on shoulders.
Noise	Exposure to noise levels greater than 90 dB per eight (8) hour workday as per OSHA requirements.

WORK AUTHORIZATION/SECURITY CLEARANCE

Proof of eligibility to work in the United States

Criminal, Civil background check will be performed

An equal opportunity employer/Drug Free Workplace

AAP/EEO Statement

McCallum Theatre provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

ABOUT THE MCCALLUM THEATRE

Located in Palm Desert California, the McCallum Theatre is a renowned non-profit performing arts theater dedicated to enriching the cultural life of the community through a diverse program of world-class entertainment, arts education, and community engagement. Our mission is to provide a world-class platform for artists while enhancing the cultural experience for our patrons and supporting our local community. To learn more visit www.McCallumTheatre.org.

Palm Desert, California

The City of Palm Desert was incorporated in 1973 and today numbers more than 50,000 year-round residents. It is centrally located in the heart of the Coachella Valley in southeastern Riverside County. Known as the educational, cultural and retail center of the desert communities, it is only 125 miles east of Los Angeles and 15 miles east of Palm Springs. The key industries are hospitality, tourism, service and retail.

A major center of growth in the Palm Springs area, Palm Desert is a popular retreat for "snowbirds" from colder climates (the Eastern and Northern United States, and Canada), who swell its population by an estimated 31,000 each winter. Recently Palm Desert has seen more residents become "full-timers", mainly from the coasts and urban centers of California, who have come for affordable but high-valued home prices.

TO APPLY

Please submit a resume and brief cover letter to hr@mccallum-theatre.org with the subject line: Program Manager – [Your Name].