Studio Manager

Location: Paper Mill Playhouse & Studios (Millburn, New Jersey)
Reports to: Director of Education
Status: Full-Time / Benefits Eligible / Exempt
Schedule: Some evenings and weekends required for programs
Salary/Rate: $68,000 - $72,000 annually

Direct Reports:

- Part time Studio Receptionists
- Additional seasonal or facility support staff as assigned

An Exciting Time to Join Paper Mill Education

Paper Mill Playhouse's Education Department is entering an exciting new chapter. Following a recent strategic restructuring, we are building a team designed to strengthen our operations, expand our programming, and deepen our impact in the communities we serve. We are currently recruiting for several positions as part of this effort, offering new team members the opportunity to help shape the future of theater education at Paper Mill Playhouse.

Position Overview

Paper Mill Playhouse seeks a highly organized, service-oriented Studio Manager to oversee the operations of its education facilities and manage enrollment administration for the Paper Mill Theater School.

This position combines facility operations, enrollment management, staff supervision, and customer service to support Paper Mill's year-round classes, camps, and training programs. The Studio Manager will ensure welcoming, safe, and efficient learning environments while developing operational systems that support program growth, financial sustainability, and a future Paper Mill Education Center.

Key Responsibilities

Studio Operations & Facilities Management

- Oversee daily operations, scheduling, maintenance coordination, safety procedures, and resource management across Paper Mill's education facilities and partner locations.
- Coordinate facility readiness, equipment, inventory, program transitions, and logistical needs with internal departments and external partners.

Theater School Enrollment & Registration

- Administer Sawyer, Paper Mill's enrollment management platform, including program configuration, registration, billing, scholarships, payment plans, and participant records.
- Provide responsive customer service to students and families, oversee registration workflows, and resolve enrollment and account inquiries.
- Monitor enrollment trends, capacities, and revenue; maintain data accuracy and coordinate constituent information between Sawyer and Tessitura.

Staff Supervision & Client Experience

- Recruit, train, schedule, and supervise part-time Studio Receptionists and assigned support staff.
- Establish procedures for front desk operations, student attendance, arrival and dismissal, incident reporting, and visitor management.
- Promote a consistently welcoming, inclusive, and professional environment for students, families, faculty, and visitors.

External Rentals & Earned Revenue

- Manage facility rentals, including client communications, scheduling, agreements, invoicing, and event logistics.
- Track rental activity and revenue while identifying opportunities to maximize facility utilization.

Operational Planning & Department Growth

- Develop and improve operating procedures, administrative systems, and workflows across education programs and facilities.
- Support departmental budgeting, operational reporting, and planning for expanded programs and the future Paper Mill Education Center.
- Collaborate across departments to ensure efficient operations, accurate data, and a high-quality participant experience.

Qualifications & Experience

- Bachelor's degree or equivalent professional experience preferred; three or more years of experience in operations management, arts administration, facility management, or a related field.
- Experience supervising staff and establishing administrative or customer service procedures; strong organization and project management skills across competing schedules, priorities, and workflows.
- Excellent written and verbal communication, professional customer service, attention to detail, sound judgment, and independent problem-solving skills.
- Experience administering Sawyer or a comparable enrollment platform (configuration and reporting) strongly preferred; familiarity with Tessitura or a comparable CRM preferred.
- Proficiency with Microsoft Office (Outlook, Excel, Word), accurate data management across software platforms, and developing and documenting systems that support organizational growth.
- Experience with rentals, scheduling, inventory, or venue operations preferred; performing arts, education, youth program, or cultural facility experience preferred.
- Ability to collaborate across departments while taking ownership of assigned operational responsibilities.
- Commitment to equity, diversity, inclusion, accessibility, and working with individuals from varied backgrounds; alignment with Paper Mill Playhouse's mission and values.

Work Environment & Schedule

This is a full-time, on-site position based in Millburn, New Jersey, with responsibilities across multiple educational and performance facilities.

The Studio Manager must be available to support programming that operates during afternoons, evenings, and weekends. The work schedule will vary according to seasonal programming needs and will be established to ensure effective operational oversight.

The position requires regular movement between facilities and occasional hands-on assistance with classroom preparation, equipment organization, and operational activities. Reasonable accommodations will be provided in accordance with applicable law.

Benefits

Competitive benefits package including medical, dental, vision, life, and AD&D insurance; paid time off; pre-tax flexible spending accounts; 403(b) matching contribution of up to 3% of salary; and access to various performance and educational events.

To Apply

Paper Mill Playhouse is committed to hiring high-caliber individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success.

To apply, send a resume and cover letter describing how your experience makes you the right candidate for this position to Recruiting@PaperMill.org with the subject line: Studio Manager. No phone calls, please.

About Paper Mill Playhouse

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor.

Paper Mill Playhouse facilities include a 1,150-seat theater with attendant backstage dressing rooms, offices, and production support areas; front-of-house lobbies with bars, concessions and restroom facilities; an 80 seat restaurant; a small house with two apartments; 2,500 square feet of education studios; a NY Costume Shop; three parking lots and grounds.

Our Mission

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

Paper Mill Playhouse is an Equal Opportunity Employer where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to and benefit everyone.

Paper Mill Playhouse is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and Veteran status.