

ROOM MANAGER DINWOODIE LOUNGE

JOB SUMMARY

Room Managers are responsible for facilitating both licensed and non-licensed events. They oversee and direct venue staff and any volunteers to ensure a safe and efficient event. This position reports to the Manager – Programming & Venues or designate. ProServe training is required and can be provided by the UASU, free of charge. Good judgment associated with public relations and staff relations, as well as a general knowledge of production house and booking house operations, are required.

DUTIES AND RESPONSIBILITIES

- 1) Oversee security staff and/or volunteers provided by the venue or hired Student Group, assist in their training as necessary, and keep them informed of the needs of each event.
- 2) Prepare room for audience access.
- 3) Post directional, informational and regulatory signs as necessary.
- 4) Apply in-house and event-specific program policies and procedures.
- 5) Keep records on staff work records, attendance, security and general reporting, and assist in reconciliation and processing of admissions.
- 6) Ensure that the emergency, safety and comfort requirements of the patrons, artists and production staff are met and carry out the resulting required duties.
- 7) Be knowledgeable of venue program information pertaining to both specific current programs and general programs
- 8) Be suitably attired, groomed and conversant while on the job.
- 9) Perform other job related duties, within the bounds of required qualifications, as directed by the Manager – Programming & Venues or designate.

QUALIFICATIONS

- 1) Ability to establish good working rapport with employees and volunteers in training and execution of venue operations and functions.
- 2) Willingness to work a shift schedule involving extreme variation in the frequency and hours of shifts, including nights, weekends and holidays as mutually agreed to by the employer and the employee.
- 3) Ability to organize and coordinate the functions of venue operation and an understanding of employee recruitment and training techniques.
- 4) Ability to deal with public relations concerns.
- 5) Absolute requirement for the ability to perform duties under pressure.
- 6) A basic understanding or aptitude pertaining to the arts is required.

Union Exempt