

JOB POSTING

OPERATIONS MANAGER – VENUES

REPORTING RELATIONSHIPS

The Operations Manager – Venues reports to the Senior Manager of Programming and Venues.

ROLES AND RESPONSIBILITIES

The duties of the Operations Manager - Venues are diverse and extensive and are targeted at the smooth logistical and financial operational success of the Horowitz Theatre as well as the smooth rental of the additional venues within the realm of the Students' Union. In the light of that breadth and complexity, it is not possible to fully define or describe all roles and responsibilities in a document of this kind. However, the main roles and responsibilities of the Operations Manager are as follows:

1. Venue Responsibilities

To ensure, at all times, that the venues listed below meet the appropriate standards, requirements and needs, and contribute in a positive way to the smooth operation and success of the client.

- Myer Horowitz Theatre
- Dinwoodie Lounge
- SUBstage

This includes, but is not limited to, the following:

- To ensure the day-to-day compliance of the venues with existing safety regulations and building policies
- To ensure that the maximum potential of the client is met
- To facilitate the ticketing needs of the client
- To assist in the planning of capital and supply expenditures to meet the production and facility requirements

2. Marketing and Promotion

To market the Students' Union Venues as needed focusing on advertising and promoting the facilities to faculty, students, staff, internal and external clients on an on-going basis and includes, but is not necessarily limited to the following:

- To develop promotional materials, provide content for the Horowitz Theatre and SU Venues home page, newspapers and other advertising
- To take advantage of other internal and external advertising opportunities; and to develop press releases and other promotional literature as required
- To coordinate tours of the venues for potential clients
- Provide listing as needed to maintain a current list of upcoming events in the Horowitz Theatre, Dinwoodie Lounge and SUBstage for the UASU website To recruit new external clients for the venues

3. Staff and Supervisory Roles and Responsibilities

To ensure, at all times, that the venues are adequately and cost-effectively staffed, and that the staff utilized by or within the venues meet the appropriate standards, requirements and

needs, and contribute in a positive way to the smooth operation and success of all events. This includes, but is not necessarily limited to the following:

- To be responsible, under the direction of the Senior Manager of Programming and Venues and in conjunction with the Operations Manager - Programming, for all staff issues including hiring, disciplining, evaluating and terminating as necessary
- To ensure that the Horowitz Theatre and Dinwoodie Lounge are adequately supervised at all times, this includes the development and implementation of such schedules and rosters as may be necessary to ensure the efficient and cost-effective supervision of the venues at all times during which it is in operation or needs to be in operation. This includes technical, front of house and at times bar staff
- To work with the Technical Director, when necessary, to ensure that an adequate and appropriate level of part-time staff exists to facilitate the smooth operation of the venues and to make sure that all of the clients needs are met
- To work with the Technical Director to ensure that the skills and attitudes of all subordinate staff are appropriate in light of the roles they must perform. This includes providing adequate and effective training (and re-training) in all applicable and appropriate areas, and ensuring that the Policy and Procedures manual is kept up-to-date at all times
- To ensure all staff are trained in and are committed to providing excellent customer service to all renters
- To work with the Technical Director to arrange staff scheduling; to handle payroll related matters, under the guidance and direction of the Senior Manager of Programming and Venues, concerning the staff of the venues
- Working with the Manager of Facilities and Operations to ensure the appropriate setup/tear down and maintenance of each venue
- Working with the Senior Manager of Programming and Venues and Operations Manager – Programming to ensure that additional requests such as licensed receptions are arranged

4. Overall Financial Responsibilities

To ensure, at all times, that the Financial and Administrative systems and processes utilized by or within the venues meet the appropriate standards, requirements and needs, and contribute in a positive way to the smooth operation and success of the venues. This includes, but is not necessarily limited to, the following:

- To provide input and expertise in the formulation of appropriate operating budgets covering the Myer Horowitz Theatre, Dinwoodie Lounge and SUBstage to the Manager of Programming and Venues
- To manage the venues in a manner, which adequately and effectively reflects the budgets, approved for the venues and/or which reflects the best interests of the venues and the Students' Union
- To function as the key player in the submission of financial and administrative documentation covering the venues to be used in the compilation of monthly and annual financial statements, and such other reports as may be necessary
- To discuss financial statements and other reports, together with all financial and administrative procedures, with the Manager of Programming and Venues and Manager of Finance and Administration with a view to determining and implementing action aimed at improving the financial and/or functional effectiveness of the Horowitz Theatre, Dinwoodie Lounge and SUBstage
- To ensure the existence of adequate, effective and accurate job costing systems to be used in connection with the determination and setting of appropriate prices for rental and staffing rates for events held in the Horowitz Theatre, Dinwoodie Lounge and SUBstage

- To develop accurate documentation to be used in connection with billing clients, and to forward such documentation in a timely manner to the Accounting Department
- To recognize, address and handle all matters relating to financial and administrative procedures and systems in a manner which reflects the requirements of the Senior Manager of Programming and Venues and Manager of Finance and Administration, and in a manner which contributes positively to the smooth operation and success of the venues

5. Overall Roles and Responsibilities

To ensure that at all times the systems and processes used in renting the venues meet the appropriate standards, requirements and needs, and contribute to the smooth operation and success of the venues. This includes, but is not limited to, the following:

- To recognize, develop and set in place such rental procedures as may be necessary to ensure the smooth operation of the venues, this is to include but not necessarily be limited to systems and processes in the areas of contracts, inventory management, contract evaluation, pricing, costing, equipment usage, rental/contract invoicing, together with such other systems and procedures as may be necessary to ensure the smooth, secure, efficient, cost-effective and functionally-effective operation of the Horowitz Theatre, Dinwoodie Lounge and SUBstage
- To recognize, develop and set in place such operational procedures as are necessary to ensure the smooth, efficient and cost-effective operation of the venues
- To negotiate rental lease agreements (contracts) relating to dates, rates, staff and miscellaneous charges
- To manage the SU Venues Calendar
- To ensure that adequate inventory is available at all times and that such inventory is stored and issued in effective and secure ways
- To consult with clients as to facility issues in producing their particular event in the venues
- To provide the venues on-site staff with such documentation and supporting information as it may need to effectively fulfill the roles they are to perform to ensure the success of all events
- To produce quotes in respect to staffing costs for a particular rental with consultation with the Senior Manager of Programming and Venues and the Technical Director
- To ensure that all queries raised with the venues whether from the SU or external clients, are promptly and effectively handled and adequately answered, and to ensure that such action as may be necessary in follow-up to such queries is taken in a timely manner
- To ensure that the venues and its capabilities are adequately, effectively and cost-effectively advertised and promoted, and that the cost of such endeavors does not exceed the budgetary provision made for them unless prior approval is given by the Manager of Programming and Venues
- To act as an informed and knowledgeable resource in the case of significant challenges and/or problems surrounding the tasks of administration, operations, and any such other matters as may provide such challenges and/or problems
- To attend such meetings as may be required to support the smooth operation of the venues or the Students' Union as a whole
- To recognize, address and handle all matters relating to overall operations in a manner which reflects the requirements of the Manager of Programming and Venues, and Manager of Finance and Administration, and in a manner which contributes positively to the smooth operation and success of the Horowitz Theatre, Dinwoodie Lounge and SUBstage.

- To perform other job-related duties as may be required by the Senior Manager of Programming and Venues in order to ensure the smooth and secure operation of the Programming and Venues Department

QUALIFICATIONS:

- 1) A minimum two years of related post secondary education, or an acceptable combination of education and experience
- 2) Supervisory experience is required
- 3) Excellent organizational and strong writing skills are required
- 4) Must have excellent communication and interpersonal skills
- 5) Ability to work with little or no supervision
- 6) Ability to work with students, staff, University faculty and administration with a dedication to providing excellent customer service
- 7) Computer skills, including proficiency with Microsoft Office, are a requirement. Experience with Mac operating systems will be considered an asset
- 8) Must be able to work a varied schedule including evenings and weekends**
- 9) Experience in a theatre will be considered an asset
- 10) Knowledge of budgeting and staffing procedures will be considered an asset
- 11) Experience in the arts and culture or entertainment industry will be considered an asset
- 12) Experience in a bar or hospitality venue will be considered an asset
- 13) ProServe certification will be considered an asset

Union exempt/April 2010

Please submit a cover letter including salary expectations, resume and references to www.su.ualberta.ca/eventstaff

While we thank all candidates for applying, only short-listed candidates will be contacted.

If you would like to review all Students' Union job postings, they can be found at this website:
<http://www.jobkin.ca>