**Job Description**

**TITLE:** Assistant Director of Theater Operations

**DEPARTMENT:** Collins Center for the Arts (CCA)

**DATE:** July 2022

**REPORTS TO:** Executive Director

**PURPOSE:** TheAssistant Director for Theater Operations is responsible for the oversight and execution of all event management, public assembly, scheduling and artist/guest services at the Collins Center for the Arts (CCA), or other venues where the CCA presents. This position works closely with all CCA professional staff, student employees, various campus departments, off-campus businesses (hotels, caterers, etc.) and artist agents/representatives/management. The CCA is a 1,435 seat performing arts center hosting approximately 185 event days annually.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Serves as House Manager (or manages Assistant House Manager) for all CCA events and coordinates all front-of-house needs. Events at the CCA include performances, lectures, receptions, banquets and special events. Front-of-house needs include coordination of all concessions, artist and/or event hospitality, student house and crowd managers, ticket takers (including Will Call), coordination and scheduling of volunteer ushers, building safety and security, merchandise sales, media visits, and physical event set-up requirements.
* The Assistant Director of Theater Operations is responsible for management, direction and oversight of Miller's Café as well as all other food and beverage and alcohol related activities within the building. This includes responsibility for licensing and compliance with Maine Food Code and Liquor Laws, ordering food and related materials, maintaining equipment, operating a Point of Sale (POS) system, reconciliation, reporting and deposits.
* Responsible for development and management of all rental services associated with the CCA. Issues and manages rental agreements for tenants and informs users of building policies, procedures, fees, etc. associated with tenancy. Negotiates and amends terms as necessary. Maintains in-depth financial analysis for all rental events, including profit and loss reports for each rental and is responsible for generating all estimates and final billing for events.
* Supervises and coordinates services for visiting artists including, but not limited to, local transportation, catering and hospitality, hotel accommodations, physical security and safety, and other special requests.
* Determines, schedules and manages necessary campus and contractor services for general building maintenance and for events in the CCA (and other facilities where CCA presents) including police and fire safety personnel, UMaine custodial, grounds and facilities support, caterers, hotels, motor pool, etc.
* Supervises, trains and schedules full-time Assistant House Manager. Recruits, trains, supervises and schedules: 1.) volunteers to serve as ushers and ticket takers; 2.) paid student staff (7-12 students) to serve as café workers, student house managers and student crowd managers.
* Creates and maintains master calendar for all CCA spaces and events and act as point of contact and liaison between event organizers and CCA staff (programming, budget, marketing, technical, front-of-house, box office and administrative).
* Acts as the CCA’s Safety Coordinator, Evacuation Coordinator, and Event Manager as defined by the University's Office of Safety and Environmental Management. Maintains and updates the building's evacuation plan and schedules necessary annual trainings for all staff and volunteers (first aid, fire safety, etc.). Responsible for ensuring CCA meets ADA accessibility requirements.
* Oversees the scheduling, maintenance, and record keeping for two (2) CCA motor pool vehicles. Ensures compliance with UMaine’s Motor Vehicle Use policies and staff and student employee driver eligibility.
* Develops and maintains professional relationships that reflect courtesy, civility, and mutual respect.
* Builds productive relationships with internal and external constituencies.\
* Utilizes coaching and mentoring methods which provide an environment that is anticipatory, supportive, and encourages constructive feedback on performance.
* Commits to organizational improvement by identifying opportunities to improve, and recommending possible alternatives for a situation.
* Assists the Executive Director on special research projects and other reasonably related duties as assigned.

*NOTE: CCA event management is required when presenting events at venues outside the CCA.*

**KNOWLEDGE AND SKILL QUALIFICATIONS:**

**Required:**

* Bachelor’s Degree and typically has a minimum of four to six years of relevant experience with proven event and/or facilities management experience.
* An equivalent combination of education and experience, especially in a related field (i.e. hospitality, artist management, facility management, event planning/management) may be substituted for the degree requirement.
* Keen attention to detail.
* Strong organizational skills, tact and excellent communications skills as this position is often the “public face” of the CCA to patrons and presenters alike.
* The ability to manage and prioritize multiple projects simultaneously.
* The ability to lift boxes and equipment of 30 lbs. as this job requires frequent set-up and tear down of tables, chairs and other equipment.
* Driver's license required for frequent local travel.

**POSITION TYPE:** On-going, base budgeted.

**Supervisory Responsibilities:** Supervision and training of full- time Assistant House Manager, 7-12 student employees and 40-50community volunteers.

**Work Schedule:** Normal University of Maine business hours are Monday through Friday 8:00 am to 4:30 pm. However, due to the nature of this position, the schedule requires work outside of a normal schedule, including nights and weekends and 8+hour workdays. Occasional “on-call” status required. The employee shall establish regular office hours in consultation with the Executive Director and may adjust the work schedule as appropriate.

**WORK ENVIRONMENT:** An office is provided within a typical office atmosphere. Frequent interaction with staff, customers and other constituencies is the norm. Work can be stressful at times regarding crowd management, event preparation, public safety, and time sensitive responsibilities.

**WORK YEAR:** Full-time, fiscal year.

**SCHEDULE FOR EVALUATION**: In accordance with UMPSA Agreement.

**JOB FAMILY/ SALARY GRADE:** 16/04

Appropriate background checks will be required.

All UMS employees are required to comply with applicable policies and procedures, as well as to complete applicable workplace related screenings, and required employee trainings, such as Information Security, Safety Training, Workplace Violence, and Sexual Harassment.