



## KLEINHANS MUSIC HALL

### Kleinhans Music Hall Position Description

<b>Position Title:</b>	Operations Manager
<b>Department:</b>	Operations
<b>Immediate Supervisor:</b>	President & Executive Director
<b>Date of Revision:</b>	September 2023
<b>Salary Range:</b>	\$32,000-42,000

#### **Function:**

The Building Services Manager oversees all operations, scheduling, administration, and concessions at Kleinhans Music Hall. The Building Services Manager works with each department at Kleinhans to ensure an exemplary quality of service and management for all current and new ventures.

#### **Primary Responsibilities:**

##### **Calendaring and event management:**

- Maintains master calendar for all KMH events, meetings, concerts, parties, rehearsals.
- Primary liaison for all events. Executes corresponding contracts, facilitates/negotiates with all outside promoters, schools, organizations, and other facility renters.
- Distributes rental packages, reviewing some of the costs of renting the facility.
- Coordinate need for and schedules for KMH personnel (parking, concessions, stagehands, Audience Services Manager and Event Manager).
- Directs and supervises the scheduling of all applicable outside personnel for events, including EMT, Traffic Police and Security.
- Assists the Concession Manager in hiring, training, and supervision of KMH personnel. Communicates details about concerts, receptions, and special events to them.
- Works with the Concessions Manager and their staff to ensure that the highest level of customer service.

##### **Stagehand and Building facility management:**

- In the area of operational responsibilities, have working knowledge of labor contracts; general knowledge of the mechanics of KMH to understand basic machine operations and be able to make informed recommendations for improvements.
- Primarily responsible for implementing improvement plans; liaison to architect and contractors, processing of government grants for payments.
- Coordinates building engineers with continued open communication to ensure that operational needs are met.
- Liaison to Maintenance (cleaning crew) contractor, with regular meetings and discussions regarding new ideas on the maintenance and cleanliness of the building and its grounds.
- Liaison to stagehands; works with steward, Master Electrician and Sound Engineer to ensure proper staffing for all staged events.

##### **Administrative responsibilities:**

- Prepares appropriate paperwork to submit employee timesheets to BPO accounting.
- Forwards all accounts receivable; reviews and approves all accounts payable. Communicates regularly with the BPO accounting staff and the Director of Orchestra and Hall Operations regularly to prepare and discuss such items as the annual budget, monthly financial statements, accounts payable, accounts receivable, and cost analysis. Prepares deposits from parking/concessions. Prepares pre-event banks with BPO Financial Accountant.
- Maintains and tracks all event data and reporting.
- Engages in meetings with BPO staff members as needed to enhance communication and create a seamless working relationship between all employees and departments.

#### **Essential Skills/Qualifications:**

This position requires excellent written, verbal, and interpersonal communication skills. Excellent organizational skills and attention to detail. Proficiency in record-keeping and personal computer applications, including mastery of Microsoft Word, QuickbooksPro and Microsoft Excel. Strong work ethic, initiative and easily adaptable to a demanding work environment.